



**Hewlett Packard
Enterprise**

HPE ProLiant DL380 Gen9 Server User Guide

Abstract

This document is for the person who installs, administers, and troubleshoots servers and storage systems. Hewlett Packard Enterprise assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.

Part Number: 768830-401a
Published: April 2018
Edition: 10

Notices

© Copyright 2016 Hewlett Packard Enterprise Development LP

The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

Links to third-party websites take you outside the Hewlett Packard Enterprise website. Hewlett Packard Enterprise has no control over and is not responsible for information outside the Hewlett Packard Enterprise website.

Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Red Hat® is a registered trademark of Red Hat, Inc. in the United States and other countries.

Java is a registered trademark of Oracle and/or its affiliates.

SD and microSD are trademarks or registered trademarks of SD-3C in the United States, other countries or both.

VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions.

Intel® and Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

Contents

Component identification.....	8
Front panel components.....	8
Front panel LEDs and buttons.....	10
UID button functionality.....	12
Power fault LEDs.....	12
Accessing the Systems Insight Display	13
Systems Insight Display LEDs.....	13
Systems Insight Display combined LED descriptions.....	15
Rear panel components.....	17
Rear panel LEDs.....	17
Flex slot battery backup module LEDs and buttons.....	18
System board components.....	20
System maintenance switch.....	21
NMI functionality.....	22
DIMM slot locations.....	22
NVDIMM LEDs.....	22
Non-hot-plug PCI riser board slot definitions.....	23
SAS and SATA device numbers.....	24
Hot-plug drive LED definitions.....	27
NVMe SSD components.....	28
 Operations.....	 30
Power up the server.....	30
Power down the server.....	30
Extend the server from the rack.....	30
Remove the server from the rack.....	31
Remove the access panel.....	31
Install the access panel.....	32
Accessing the rear panel.....	32
Opening the cable management arm.....	32
Remove the fan cage.....	33
Remove the hot-plug fan.....	34
Remove the PCI riser cage.....	35
Install the PCI riser cage.....	36
Secure the full-length expansion board retainer.....	37
Remove the air baffle.....	38
Installing the air baffle.....	39
 Setup.....	 41
HPE support services.....	41
Set up the server.....	41
Operational requirements.....	43
Space and airflow requirements.....	43
Temperature requirements.....	44
Power requirements.....	44
Electrical grounding requirements.....	45
Install the server in a rack.....	45

Hardware options installation.....	47
Hewlett Packard Enterprise product QuickSpecs.....	47
Introduction.....	47
Hot-plug drive guidelines.....	47
Fan options.....	47
Drive options.....	48
Removing the hard drive blank.....	49
Installing a hot-plug SAS or SATA drive.....	49
Removing a hot-plug SAS or SATA hard drive.....	50
Installing the NVMe drives.....	50
Express Bay drive cage.....	51
Installing the airflow labels.....	52
Installing the Express Bay drive cage.....	53
Redundant hot-plug power supply option.....	60
High-performance fan option.....	61
Processor and fan option.....	63
Memory options.....	68
Memory-processor compatibility information.....	69
SmartMemory.....	71
Operation stages for NVDIMM-Ns.....	72
Memory subsystem architecture.....	72
Persistent memory and NVDIMM terminology.....	73
DIMM ranks	73
DIMM identification	74
NVDIMM identification.....	75
Memory configurations.....	75
Maximum DIMM capacity.....	76
Balanced and unbalanced NVDIMM configurations.....	76
Advanced ECC memory configuration.....	77
Online Spare memory configuration.....	77
Mirrored memory configuration.....	77
General DIMM and NVDIMM-N slot population guidelines.....	77
Advanced ECC population guidelines.....	78
Online spare population guidelines.....	78
Population order.....	79
Mirrored Memory population guidelines.....	79
Identifying the processor type.....	79
Memory installation.....	79
DIMM handling guidelines.....	80
Installing a DIMM.....	81
Installing an NVDIMM.....	82
NVDIMM sanitization.....	83
Universal media bay option.....	84
2-slot PCI riser cage option.....	87
3-slot PCI riser cage option.....	89
GPU enablement kit.....	92
Eight-bay SFF front drive cage option for bay 1.....	97
Eight-bay SFF front drive cage option for bay 2.....	101
Three-bay LFF rear drive cage option.....	105
Two-bay SFF front drive cage option.....	110
Two-bay SFF rear drive cage option.....	115
Systems Insight Display power switch module option.....	122
Location Discovery Services ear option.....	124
Smart Storage Battery.....	126

FlexibleLOM option.....	128
Expansion board options.....	130
Removing an expansion slot blank.....	130
Installing an expansion board.....	131
HPE H240 Smart HBA/P440, P840 Flexible Smart Array Controller.....	132
HPE P440ar/P840ar Flexible Smart Array Controller.....	135
12G SAS Expander Card.....	137
Rear serial port option.....	144
M.2 SSD Enablement Board option.....	145
Installing an SSD module on the M.2 SSD Enablement Board.....	146
Installing an M.2 SSD enablement board.....	146
Dual 8Gb microSD Enterprise Midline USB device.....	149
750 W Flex Slot Hot Plug Battery Backup Module.....	149
Flex slot battery backup module configuration load support.....	149
Installing the FSBBU.....	149
HP Trusted Platform Module option.....	151
Installing the Trusted Platform Module board.....	152
Retaining the recovery key/password.....	153
Enabling the Trusted Platform Module.....	154
Cabling.....	155
Cabling overview	155
Two-bay SFF drive cage option cabling.....	155
Three-bay LFF rear drive cage cabling.....	158
Eight-bay SFF front drive cage cabling.....	161
Express Bay Enablement Option cabling options.....	166
8SFF drive cage installed in bay 1.....	166
8SFF drive cage installed in bay 1 and 2SFF drives in the rear of the server.....	167
Drive bay 1 is empty.....	168
8SFF drive cage installed in bay 1 and 2 SFF drives in the front of the server.....	169
Host Bus Adapter and Controller cabling.....	170
HPE H240 Smart Host Bus Adapter/Smart Array P440 Controller cabling.....	170
HPE Smart Array P840 Controller cabling.....	172
HPE Smart Array P440ar Controller cabling.....	174
HPE Smart Array P840ar Controller cabling.....	177
Universal media bay cabling.....	182
150W PCIe power cable option.....	186
M.2 SSD Enablement Board option cabling.....	186
Software, firmware, and utilities.....	188
HPE Pointnext Portfolio.....	188
Proactive notifications.....	188
Service Pack for ProLiant.....	188
Server mode.....	189
Smart Update Manager.....	189
Operating systems and virtualization software support for ProLiant servers.....	189
OS deployment options.....	189
Deploying an OS from Intelligent Provisioning.....	190
Deploying an OS from installation media.....	190
Drivers.....	191
Software.....	191
Intelligent Provisioning.....	191
Software installed with Intelligent Provisioning.....	191
HPE Smart Storage Administrator	192

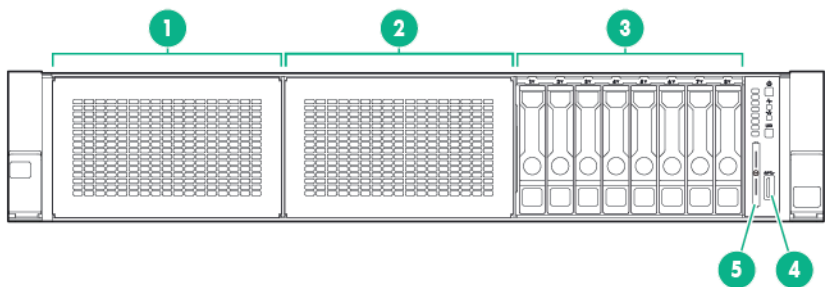
Erase Utility.....	192
HPE iLO.....	193
Active Health System.....	193
iLO RESTful API support.....	194
Scripting Toolkit for Windows and Linux.....	194
Firmware.....	194
Updating firmware or System ROM.....	194
Updating firmware using SPP.....	195
Updating firmware using Intelligent Provisioning.....	195
Updating firmware using iLO web interface.....	196
Updating firmware using UEFI CLI.....	196
Updating firmware using UEFI GUI.....	197
Utilities and features.....	197
POST screen options.....	197
UEFI System Utilities.....	198
Using UEFI System Utilities.....	198
Embedded UEFI shell.....	199
Enabling Embedded SATA support	199
Changing the UEFI boot order.....	200
Changing the Legacy BIOS boot order.....	200
Re-entering the server serial number and product ID.....	200
Automatic Server Recovery.....	201
Integrated Management Log.....	201
USB support.....	201
Redundant ROM support.....	201
Safety and security benefits.....	202
Troubleshooting.....	203
Troubleshooting resources.....	203
Battery replacement.....	204
Warranty and regulatory information.....	206
Warranty information.....	206
Regulatory information.....	206
Safety and regulatory compliance.....	206
Belarus Kazakhstan Russia marking.....	206
Turkey RoHS material content declaration.....	207
Ukraine RoHS material content declaration.....	207
Specifications.....	208
Environmental specifications	208
Mechanical specifications.....	208
Power supply specifications.....	209
HPE 500W Flex Slot Platinum Hot Plug Low Halogen Power Supply.....	210
HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply.....	211
HPE 800W Flex Slot Titanium Hot Plug Low Halogen Power Supply.....	211
HPE 800W Flex Slot Universal Hot Plug Low Halogen Power Supply.....	212
HPE 800W Flex Slot -48VDC Hot Plug Low Halogen Power Supply.....	213
HPE 1400W Flex Slot Platinum Plus Hot-plug Power Supply.....	214
HPE 750W Flex Slot Hot-plug Battery Backup Module.....	215
Hot-plug power supply calculations.....	215

Support and other resources.....	216
Accessing Hewlett Packard Enterprise Support.....	216
Information to collect.....	216
Accessing updates.....	216
Websites.....	216
Customer Self Repair	217
Remote support.....	223
 Acronyms and abbreviations.....	 225
 Documentation feedback.....	 228

Component identification

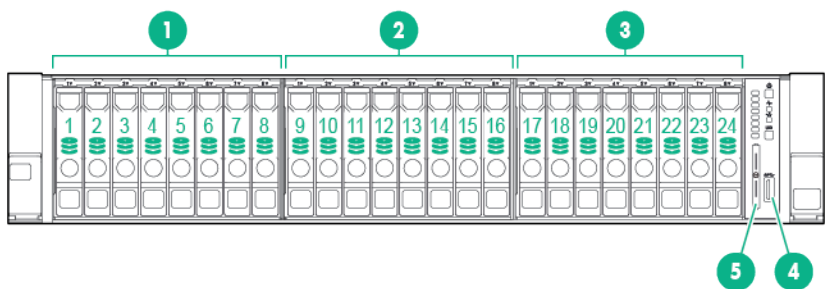
Front panel components

SFF model (8-drive)



Item	Description
1	Bay 1 (optional drives or universal media bay)
2	Bay 2 (optional drives)
3	Fixed drive bays
4	Front USB 3.0 connector
5	Serial label pull tab

SFF model (24-drive)



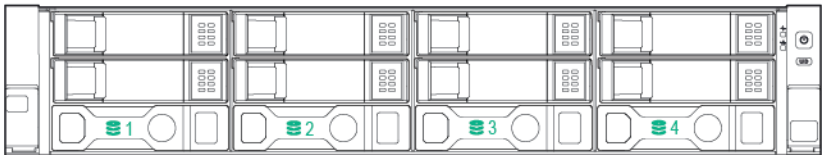
Item	Description
1	Bay 1
2	Bay 2
3	Bay 3, fixed drive bay
4	Front USB 3.0 connector
5	Serial label pull tab

LFF model (12-drive)



Item	Description
1-12	Drive bays

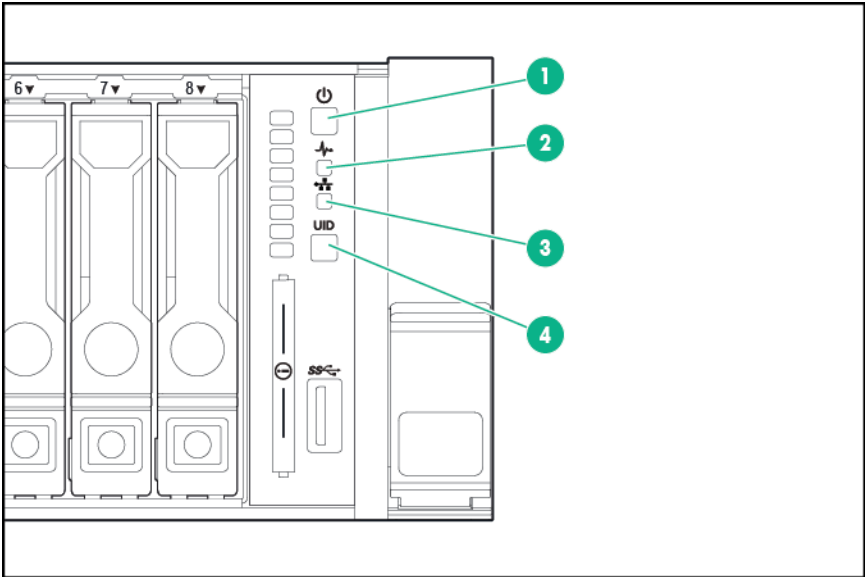
LFF model (4-drive)



Item	Description
1-4	Drive bays

Front panel LEDs and buttons

SFF front panel LEDs and button



Item	Description	Status
1	Power On/Standby button and system power LED*	Solid green = System on Flashing green (1 Hz/cycle per sec) = Performing power on sequence Solid amber = System in standby Off = No power present**
2	Health LED*	Solid green = Normal Flashing green (1 Hz/cycle per sec) = iLO is rebooting Flashing amber = System degraded Flashing red (1 Hz/cycle per sec) = System critical†

Table Continued

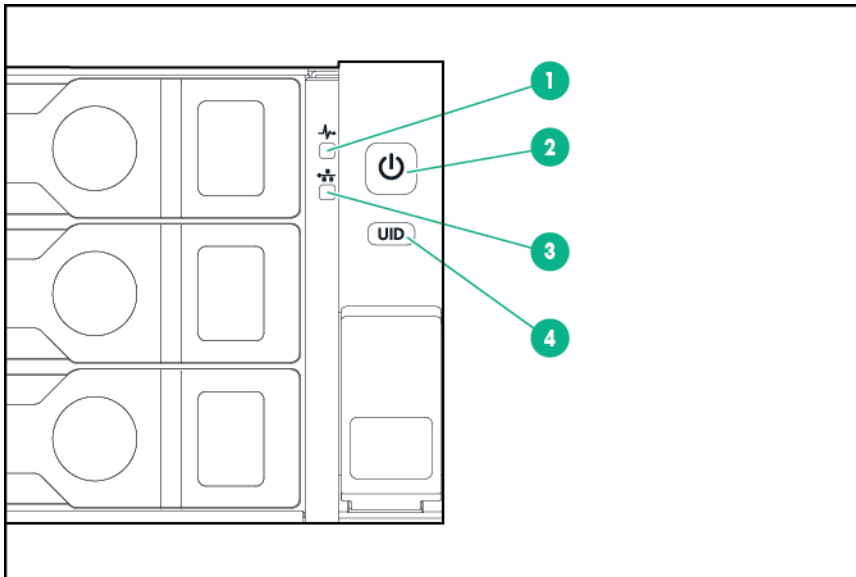
Item	Description	Status
3	NIC status LED*	Solid green = Link to network Flashing green (1 Hz/cycle per sec) = Network active Off = No network activity
4	UID button/LED*	Solid blue = Activated Flashing blue: • 1 Hz/cycle per sec = Remote management or firmware upgrade in progress • 4 Hz/cycle per sec = iLO manual reboot sequence initiated • 8 Hz/cycle per sec = iLO manual reboot sequence in progress Off = Deactivated

*When all four LEDs described in this table flash simultaneously, a power fault has occurred. For more information, see "**Power fault LEDs.**"

**Facility power is not present, power cord is not attached, no power supplies are installed, power supply failure has occurred, or the power button cable is disconnected.

†If the health LED indicates a degraded or critical state, review the system IML or use iLO to review the system health status.

LFF front panel LEDs and button



Item	Description	Status
1	Health LED*	Solid green = Normal Flashing green (1 Hz/cycle per sec) = iLO is rebooting Flashing amber = System degraded Flashing red (1 Hz/cycle per sec) = System critical**
2	Power On/Standby button and system power LED*	Solid green = System on Flashing green (1 Hz/cycle per sec) = Performing power on sequence Solid amber = System in standby Off = No power present†
3	NIC status LED*	Solid green = Link to network Flashing green (1 Hz/cycle per sec) = Network active Off = No network activity
4	UID button/LED*	Solid blue = Activated Flashing blue: • 1 Hz/cycle per sec = Remote management or firmware upgrade in progress • 4 Hz/cycle per sec = iLO manual reboot sequence initiated • 8 Hz/cycle per sec = iLO manual reboot sequence in progress Off = Deactivated

*When all four LEDs described in this table flash simultaneously, a power fault has occurred. For more information, see "**Power fault LEDs.**"

**If the health LED indicates a degraded or critical state, review the system IML or use iLO to review the system health status.

†Facility power is not present, power cord is not attached, no power supplies are installed, power supply failure has occurred, or the power button cable is disconnected.

UID button functionality

The UID button can be used to display the HPE ProLiant Pre-boot Health Summary when the server will not power on. For more information, see the latest *HPE iLO User Guide* on the [Hewlett Packard Enterprise website](#).

Power fault LEDs

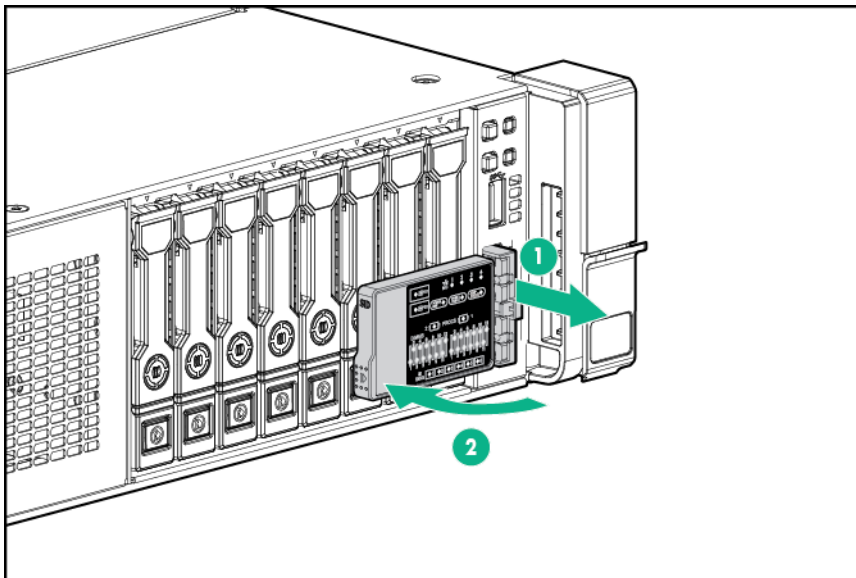
The following table provides a list of power fault LEDs, and the subsystems that are affected. Not all power faults are used by all servers.

Subsystem	LED behavior
System board	1 flash
Processor	2 flashes
Memory	3 flashes
Riser board PCIe slots	4 flashes
FlexibleLOM	5 flashes
Removable HPE Flexible Smart Array controller/Smart SAS HBA controller	6 flashes
System board PCIe slots	7 flashes
Power backplane or storage backplane	8 flashes
Power supply	9 flashes

Accessing the Systems Insight Display

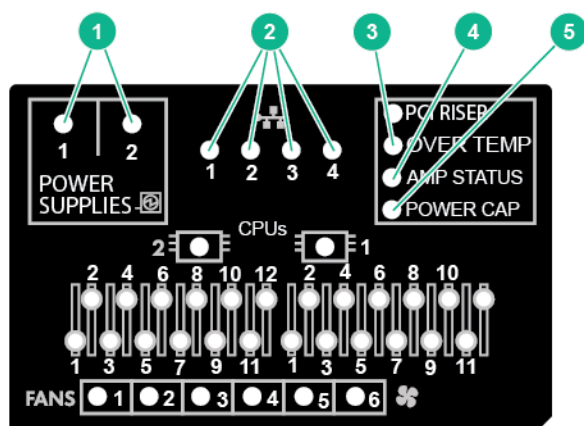
To access a Systems Insight Display on models with this option installed:

1. Press and release the panel.
2. After the display fully ejects, rotate the display to view the LEDs.



Systems Insight Display LEDs

The Systems Insight Display LEDs represent the system board layout. The display enables diagnosis with the access panel installed.



Item	Description	Status
1	Power supplies	Off = Normal Solid amber = Power subsystem degraded, power supply failure, or input power lost.
2	NIC link/activity	Off = No link to network. If the power is off, view the rear panel RJ-45 LEDs for status . Flashing green = Network link and activity Solid green = Network link
3	Over temp	Off = Normal Solid amber = High system temperature detected
4	AMP status	Off = AMP modes disabled Solid green = AMP mode enabled Solid amber = Failover Flashing amber = Invalid configuration
5	Power cap	Off = System is in standby, or no cap is set. Solid green = Power cap applied
—	All other LEDs	Off = Normal Amber = Failure

When the health LED on the front panel illuminates either amber or red, the server is experiencing a health event. For more information on the combination of these LEDs, see "[Systems Insight Display combined LED descriptions](#)."

Systems Insight Display combined LED descriptions

The combined illumination of the following LEDs indicates a system condition:

- Systems Insight Display LEDs
- System power LED
- Health LED

Systems Insight Display LED and color	Health LED	System power LED	Status
Processor (amber)	Red	Amber	One or more of the following conditions may exist: • Processor in socket X has failed. • Processor X is not installed in the socket. • Processor X is unsupported. • ROM detects a failed processor during POST.
Processor (amber)	Amber	Green	Processor in socket X is in a pre-failure condition.
DIMM (amber)	Red	Green	One or more DIMMs have failed.
DIMM (amber)	Amber	Green	DIMM in slot X is in a pre-failure condition.
Over temp (amber)	Amber	Green	The Health Driver has detected a cautionary temperature level.
Over temp (amber)	Red	Amber	The server has detected a hardware critical temperature level.
PCI riser (amber)	Red	Green	The PCI riser cage is not seated properly.
Fan (amber)	Amber	Green	One fan has failed or has been removed.
Fan (amber)	Red	Green	Two or more fans have failed or been removed.

Table Continued

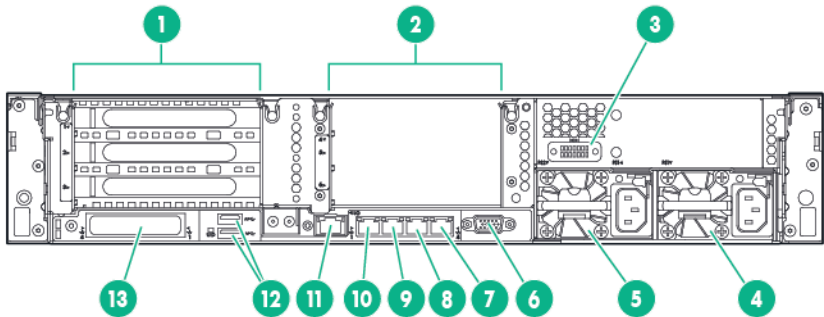
Systems Insight Display LED and color	Health LED	System power LED	Status
Power supply (amber)	Red	Amber	One or more of the following conditions may exist: • Only one power supply is installed and that power supply is in standby. • Power supply fault • System board fault
Power supply (amber)	Amber	Green	One or more of the following conditions may exist: • Redundant power supply is installed and only one power supply is functional. • AC power cord is not plugged into redundant power supply. • Redundant power supply fault • Power supply mismatch at POST or power supply mismatch through hot-plug addition
Power cap (off)	—	Amber	Standby
Power cap (green)	—	Flashing green	Waiting for power
Power cap (green)	—	Green	Power is available.
Power cap (flashing amber)	—	Amber	Power is not available.



IMPORTANT:

If more than one DIMM slot LED is illuminated, further troubleshooting is required. Test each bank of DIMMs by removing all other DIMMs. Isolate the failed DIMM by replacing each DIMM in a bank with a known working DIMM.

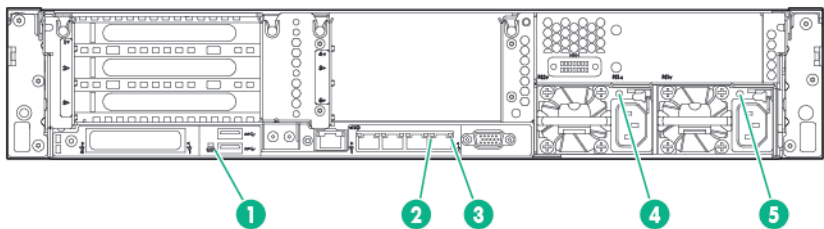
Rear panel components



Item	Description
1	PCIe slots 1–3 (top to bottom)
2	Optional PCIe slots 4–6 (top to bottom)*
3	Optional serial port
4	Power supply 1 (PS1)
5	Power supply 2 (PS2)
6	Video connector
7	1Gb RJ-45 port 4
8	1Gb RJ-45 port 3
9	1Gb RJ-45 port 2
10	1Gb RJ-45 port 1
11	iLO connector
12	USB 3.0 connectors
13	FlexibleLOM option

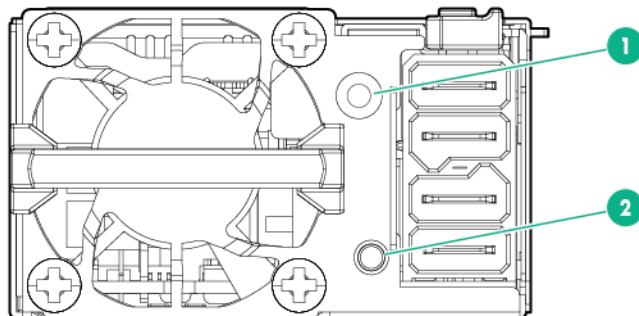
*Requires second processor

Rear panel LEDs



Item	Description	Status
1	UID LED	Off = Deactivated Solid blue = Activated Flashing blue = System being managed remotely
2	NIC link LED	Off = No network link Green = Network link
3	NIC activity LED	Off = No network activity Solid green = Link to network Flashing green = Network activity
4	Power supply 2 LED	Off = System is off or power supply has failed. Solid green = Normal
5	Power supply 1 LED	Off = System is off or power supply has failed. Solid green = Normal

Flex slot battery backup module LEDs and buttons



Item	Description
1	FSBBU module LED
2	Battery check button

When the battery check button is pressed, the LED indicates the state of the battery. The number of times that the LED flashes indicates the state of charge.

# of LED flashes	State of charge (%)
0	< 5
1	<= 30

Table Continued

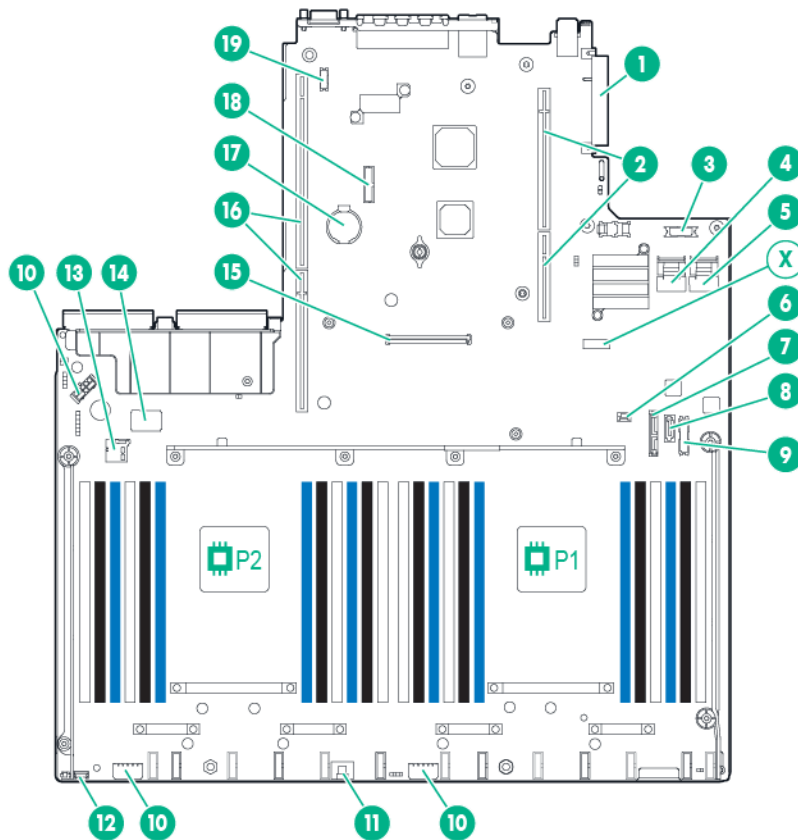
# of LED flashes	State of charge (%)
2	31 – 69
3	>= 70

The state of the LED indicates the FSBBU operating mode.

LED	Mode/State
Off	• Ship/storage mode • Cycle power operating
Flashing amber	• Battery diagnostic • Active mode
Solid amber	Online mode and charger is ON
Flashing green	Discharge mode • RSOC—70-100% frequency=0.5Hz; duty=0.5 • RSOC—31-69% frequency=1Hz; duty=0.5 • RSOC—0-30% frequency=1.5Hz; duty=0.5
Solid green	• Online mode and charger is OFF • Battery is fully charged
Flashing red	Auxiliary path A/B protection
Solid red	FSBBU fault or other protections

For more information about the FSBBU module, see "[750 W Flex Slot Hot Plug Battery Backup Module](#)."

System board components



Item	Description
1	FlexibleLOM connector
2	Primary (processor 1) PCI riser connector
3	Optical front VGA/USB 2.0 connector
4	x4 SATA port 1
5	x4 SATA port 2
6	Backplane presence detect connector
7	Optical/SATA port 5
8	SATA port 4
9	Front power/USB 3.0 connector
10	Drive backplane power connector
11	HPE Smart Storage Battery connector
12	Optional Location Discovery Services connector
13	MicroSD card slot
14	Dual internal USB 3.0 connector

Table Continued

Item	Description
15	Smart Array/HBA connector
16	Secondary processor (processor 2) PCI riser connector
17	System battery
18	TPM connector
19	Optional serial port connector
X	System maintenance switch

System maintenance switch

Position	Default	Function
S1	Off	Off = iLO security is enabled. On = iLO security is disabled.
S2	Off	Off = System configuration can be changed. On = System configuration is locked.
S3	Off	Reserved
S4	Off	Reserved
S5	Off	Off = Power-on password is enabled. On = Power-on password is disabled.
S6	Off	Off = No function On = ROM reads system configuration as invalid.
S7	Off	Off = Set default boot mode to UEFI. On = Set default boot mode to legacy.
S8	—	Reserved
S9	—	Reserved
S10	—	Reserved
S11	—	Reserved
S12	—	Reserved

To access the redundant ROM, set S1, S5, and S6 to On.

When system maintenance switch S6 is set to the On position, the system is prepared to erase all system configuration settings from both CMOS and NVRAM.



IMPORTANT:

Before using the S7 switch to change to Legacy BIOS Boot Mode, be sure the HPE Dynamic Smart Array B140i Controller is disabled. Do not use the B140i controller when the server is in Legacy BIOS Boot Mode.

NMI functionality

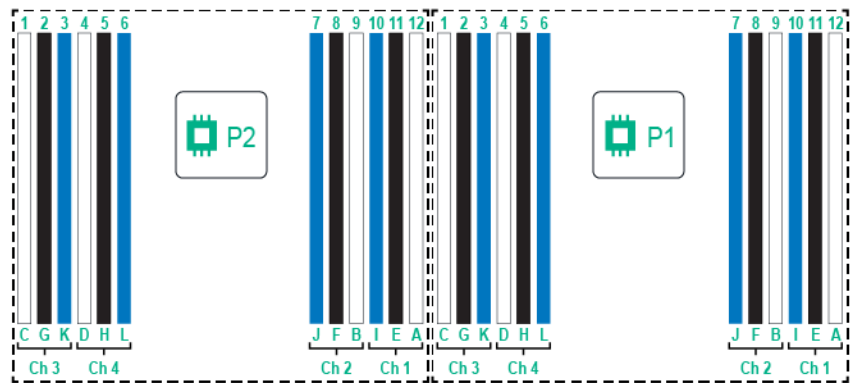
An NMI crash dump enables administrators to create crash dump files when a system is hung and not responding to traditional debugging methods.

An analysis of the crash dump log is an essential part of diagnosing reliability problems, such as hanging operating systems, device drivers, and applications. Many crashes freeze a system, and the only available action for administrators is to cycle the system power. Resetting the system erases any information that could support problem analysis, but the NMI feature preserves that information by performing a memory dump before a hard reset.

To force the OS to invoke the NMI handler and generate a crash dump log, the administrator can use the iLO Virtual NMI feature.

DIMM slot locations

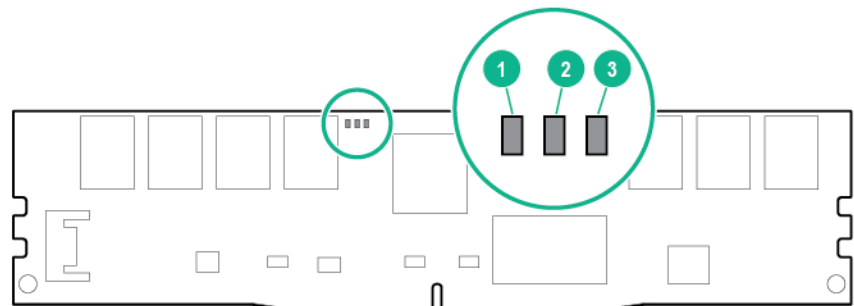
DIMM slots are numbered sequentially (1 through 12) for each processor. The supported AMP modes use the letter assignments for population guidelines.



	1st slot of channel	2nd slot of channel	3rd slot of channel
	A B C D	E F G H	I J K L
Number of DIMMs to install	4		
	8		
	12		

NVDIMM LEDs

When the server boots up, all LEDs flash three times. Any LED activity not described in this section indicates a possible error.



Item	LED definitions
1	- Fast-flashing blue = A backup is in progress. Do not remove the NVDIMM. - Slow-flashing blue (1 flash/15 seconds) = Normal operation.
2	Reserved
3	- Solid or flashing green = Power is available to the NVDIMM. Do not remove the NVDIMM. - Off = Power is not available to the NVDIMM.

Non-hot-plug PCI riser board slot definitions

Installing a riser cage in the primary or secondary PCIe connector determines which PCIe form factor can be supported.

Primary riser connector (processor 1 or the Southbridge)

Riser cage PCIe slot and type	3-slot riser cage*	2-slot riser cage (Optional)
1 - Full-length/Full-height (FL/FH)	PCIe3 x16 (8,4,2,1)	—
2 - Half-length/Full-height (HL/FH)	PCIe3 x16 (8,4,2,1)	PCIe3 x16 (16,8,4,2,1)
3 - Half-length/Full-height (HL/FH)	PCIe3 x8 (8,4,2,1)	PCIe3 x8 (8,4,2,1)

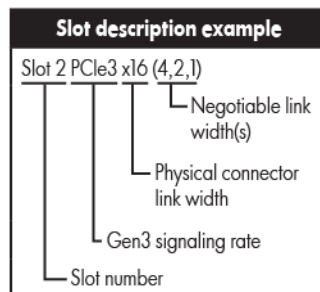
*The server ships with one PCIe3 riser cage installed in the primary riser cage connector.

Secondary riser connector (processor 2 must be installed)

Riser cage PCIe slot and type	3-slot riser cage*
4 - Full-length/Full-height (FL/FH)	PCIe3 x16 (16,8,4,2,1)
5 - Half-length/Full-height (HL/FH)	PCIe3 x16 (16,8,4,2,1)
6 - Half-length/Full-height (HL/FH)	PCIe3 x8 (8,4,2,1)

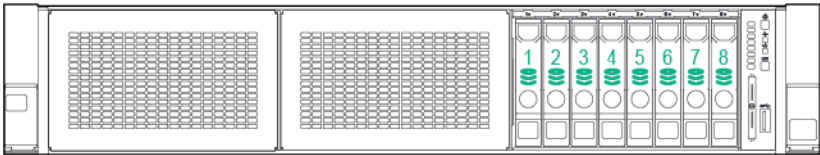
*The server ships with one PCIe3 riser cage installed in the primary riser cage connector.

Slot description example

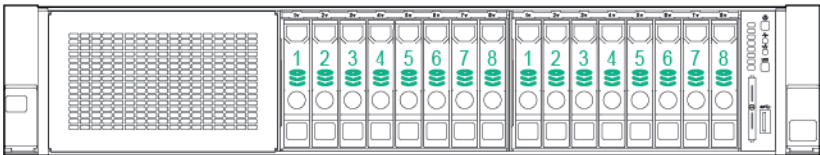


SAS and SATA device numbers

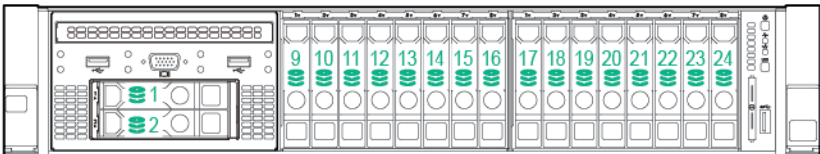
8SFF device bay numbering



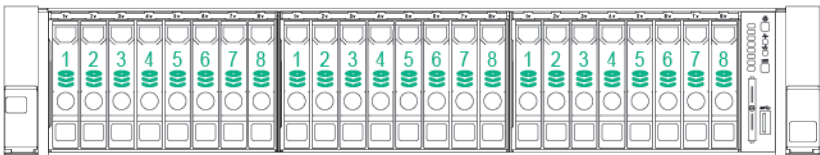
Optional 16SFF device bay numbering



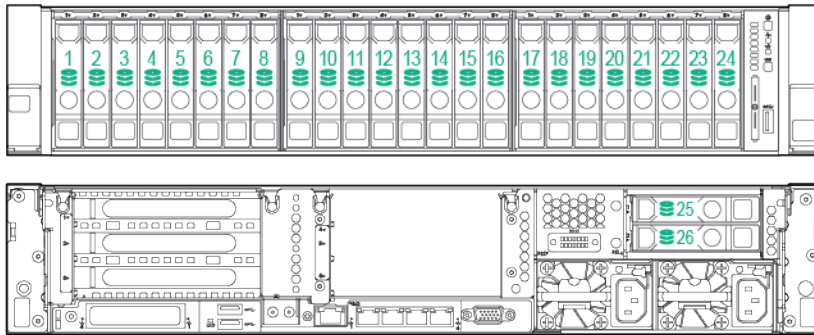
Optional 16SFF device bay numbering with SAS expander solution used



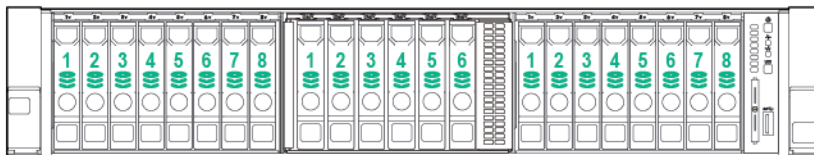
Optional 24SFF device bay numbering



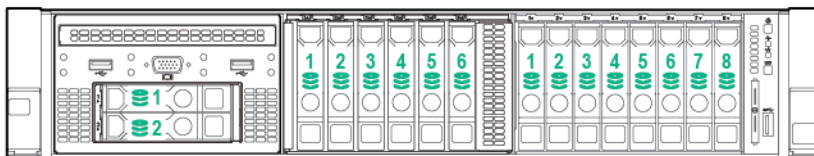
Optional 24SFF device bay numbering with SAS expander solution used



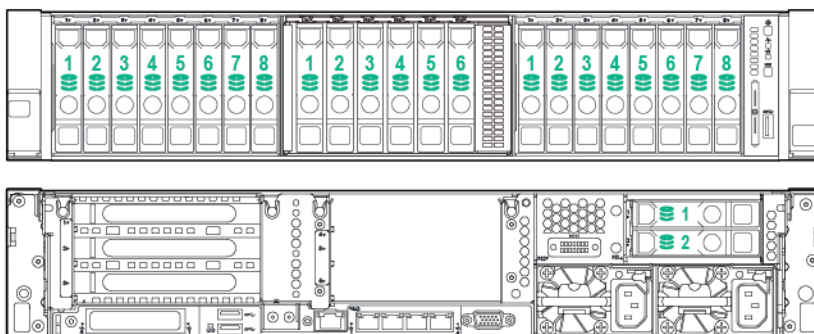
6SFF Express Bay Enablement Option device numbering with 8SFF drive cage installed in bay 1



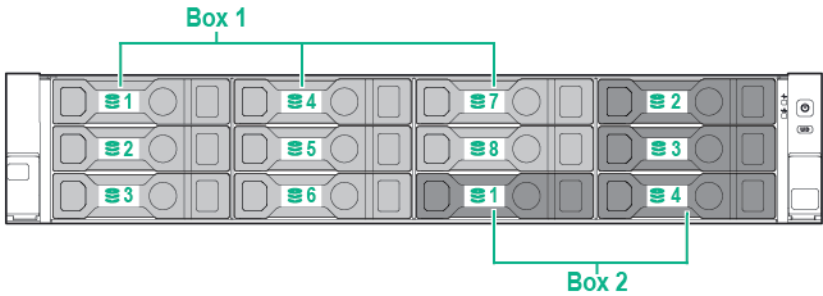
6SFF Express Bay Enablement Option device numbering with 2SFF drive cage installed in universal media bay 1



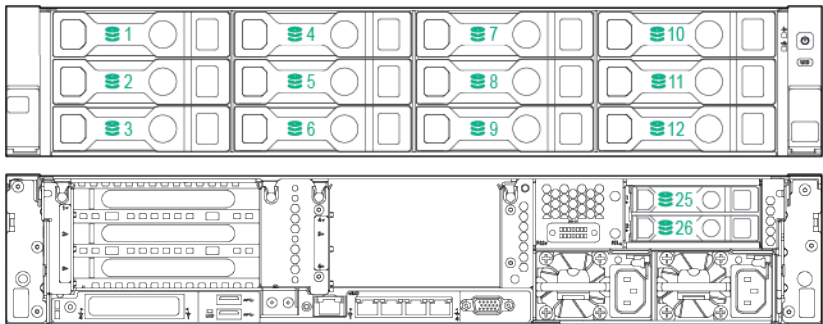
6SFF Express Bay Enablement Option device numbering with 2SFF drives installed at the rear of the server



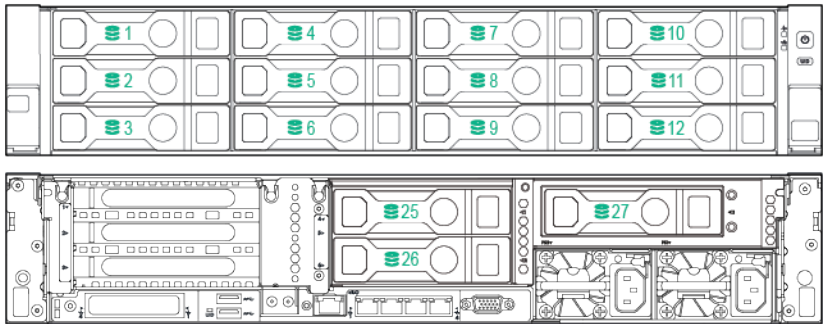
12LFF device bay numbering

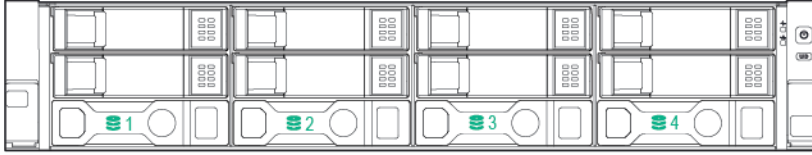


12LFF device bay numbering with 2-bay rear SAS expander solution used

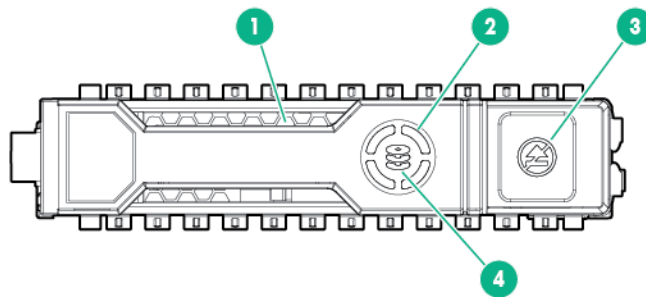


12LFF device bay numbering with 3-bay rear SAS expander solution used





Hot-plug drive LED definitions



Item	LED	Status	Definition
1	Locate	Solid blue	The drive is being identified by a host application.
		Flashing blue	The drive carrier firmware is being updated or requires an update.
2	Activity ring	Rotating green	Drive activity.
		Off	No drive activity.
3	Do not remove	Solid white	Do not remove the drive. Removing the drive causes one or more of the logical drives to fail.
		Off	Removing the drive does not cause a logical drive to fail.
4	Drive status	Solid green	The drive is a member of one or more logical drives.
		Flashing green	The drive is rebuilding or performing a RAID migration, strip size migration, capacity expansion, or logical drive extension, or is erasing.
		Flashing amber/green	The drive is a member of one or more logical drives and predicts the drive will fail.

Table Continued

Item	LED	Status	Definition
		Flashing amber	The drive is not configured and predicts the drive will fail.
		Solid amber	The drive has failed.
		Off	The drive is not configured by a RAID controller.

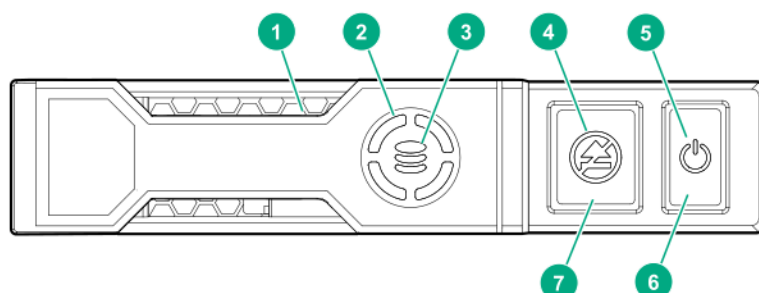
NVMe SSD components

The NVMe SSD is a PCIe bus device. A device attached to a PCIe bus cannot be removed without allowing the device and bus to complete and cease the signal/traffic flow.



CAUTION:

Do not remove an NVMe SSD from the drive bay while the Do not remove LED is flashing. The Do not remove LED flashes to indicate that the device is still in use. Removing the NVMe SSD before the device has completed and ceased signal/traffic flow can cause loss of data.



Item	Description	Status
1	Locate LED	Solid blue = The drive is being identified by a host application. Flashing blue = The drive carrier firmware is being updated or requires an update.
2	Activity ring LED	Rotating green = Drive activity Off = No drive activity
3	Drive status LED	Solid green = The drive is a member of one or more logical drives. Flashing green = The drive is rebuilding or performing a RAID migration, stripe size migration, capacity expansion, or logical drive extension, or is erasing. Flashing amber/green = The drive is a member of one or more logical drives and predicts the drive will fail. Flashing amber = The drive is not configured and predicts the drive will fail. Solid amber = The drive has failed. Off = The drive is not configured by a RAID controller.

Table Continued

Item	Description	Status
4	Do Not Remove LED	Solid white = Do not remove the drive. Drive must be ejected from the PCIe bus prior to removal. Flashing white = Ejection request pending Off = Drive has been ejected
5	Power LED	Solid green = Do not remove the drive. Drive must be ejected from the PCIe bus prior to removal. Flashing green = Ejection request pending Off = Drive has been ejected
6	Power button	Press to request PCIe ejection. Removal request can be denied by the: • RAID controller (one or more of the logical drives could fail) • Operating system
7	Do not remove button	Press to open the release lever.

Operations

Power up the server

To power up the server, use one of the following methods:

- Press the Power On/Standby button.
- Use the virtual power button through iLO.

Power down the server

Before powering down the server for any upgrade or maintenance procedures, perform a backup of critical server data and programs.

 IMPORTANT:

When the server is in standby mode, auxiliary power is still being provided to the system.

To power down the server, use one of the following methods:

- Press and release the Power On/Standby button.
This method initiates a controlled shutdown of applications and the OS before the server enters standby mode.
- Press and hold the Power On/Standby button for more than 4 seconds to force the server to enter standby mode.
This method forces the server to enter standby mode without properly exiting applications and the OS. If an application stops responding, you can use this method to force a shutdown.
- Use a virtual power button selection through iLO.
This method initiates a controlled remote shutdown of applications and the OS before the server enters standby mode.

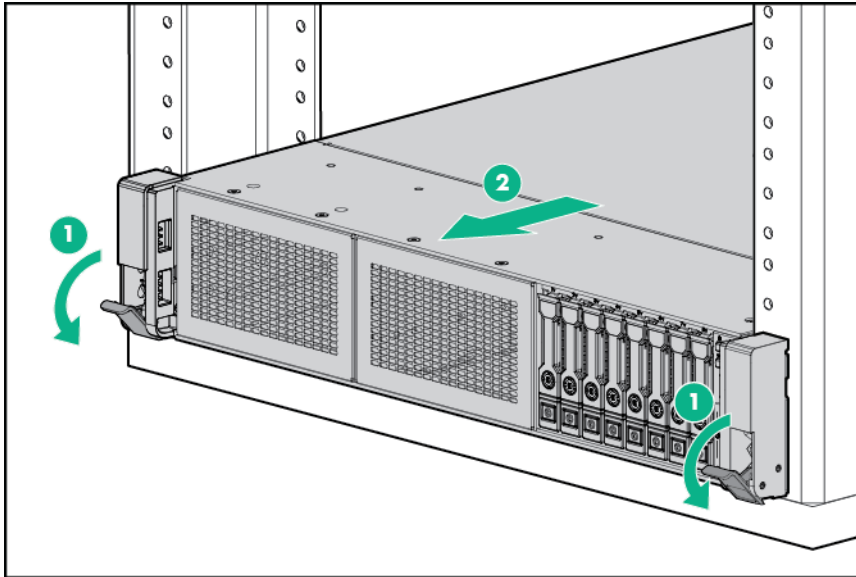
Before proceeding, verify that the server is in standby mode by observing that the system power LED is amber.

Extend the server from the rack

 WARNING:

To reduce the risk of personal injury or equipment damage, be sure that the rack is adequately stabilized before extending a component from the rack.

1. Pull down the quick release levers on each side of the server.
2. Extend the server from the rack.



3. After performing the installation or maintenance procedure, slide the server back into the rack, and then press the server firmly into the rack to secure it in place.

**WARNING:**

To reduce the risk of personal injury, be careful when pressing the server rail-release latches and sliding the server into the rack. The sliding rails could pinch your fingers.

Remove the server from the rack

To remove the server from a Hewlett Packard Enterprise, Compaq-branded, Telco, or third-party rack:

Procedure

1. **Power down the server.**
2. **Extend the server from the rack.**
3. Disconnect the cabling and remove the server from the rack. For more information, see the documentation that ships with the rack mounting option.
4. Place the server on a sturdy, level surface.

Remove the access panel

**WARNING:**

To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

**CAUTION:**

Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

To remove the component:

Procedure

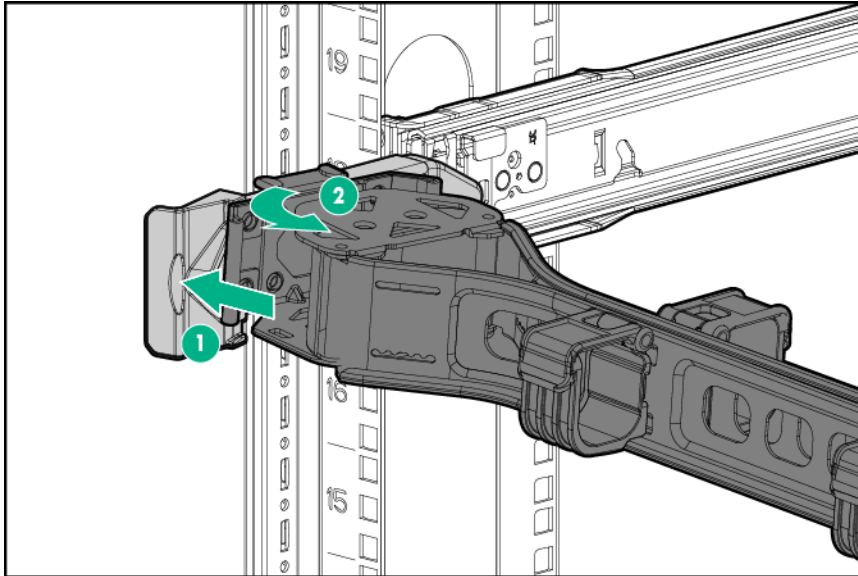
1. Power down the server.
2. Extend the server from the rack.
3. Open or unlock the locking latch, slide the access panel to the rear of the chassis, and remove the access panel.

Install the access panel

1. Place the access panel on top of the server with the hood latch open. Allow the panel to extend past the rear of the server approximately 1.25 cm (0.5 in).
2. Push down on the hood latch. The access panel slides to a closed position.
3. Tighten the security screw on the hood latch.

Accessing the rear panel

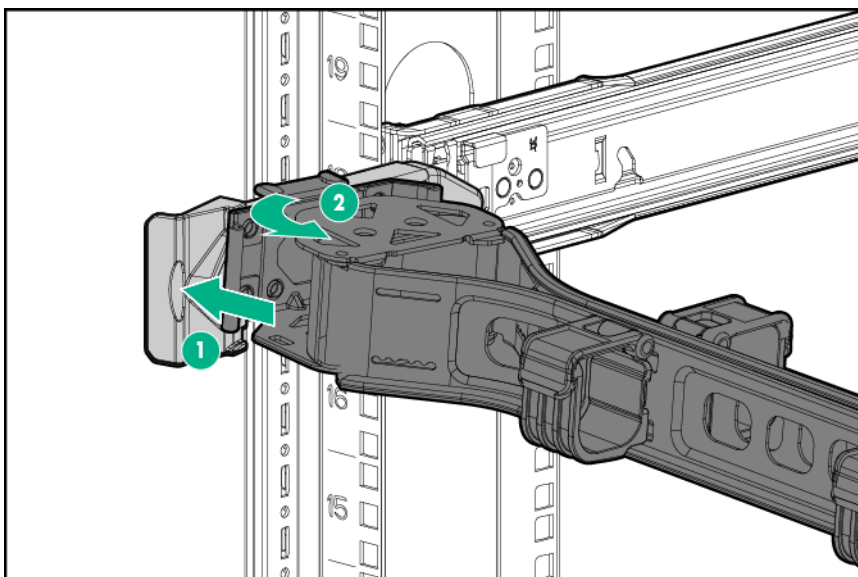
To access the rear panel, release the cable management arm and then swing the arm away from the rack.



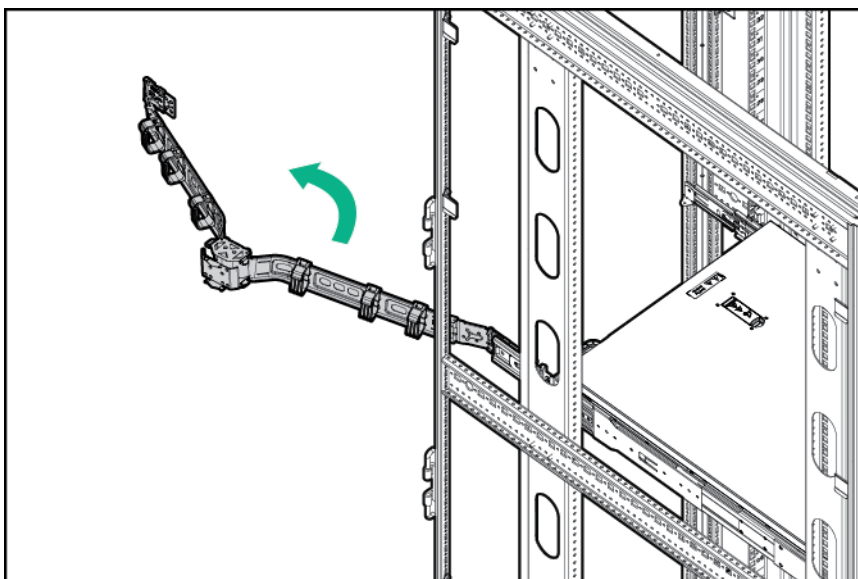
Opening the cable management arm

To access the server rear panel:

1. Release the cable management arm.



2. Open the cable management arm. The cable management arm can be right-mounted or left-mounted.



Remove the fan cage

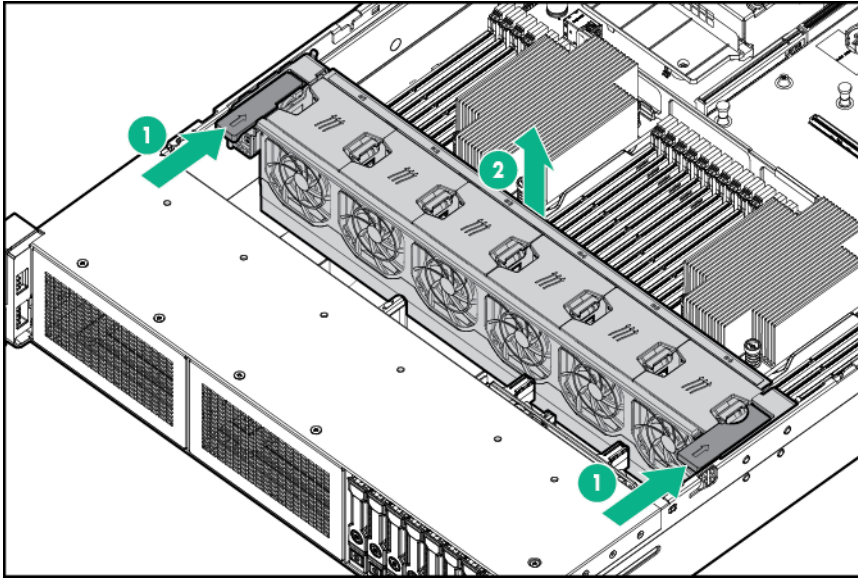
To remove the component:

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:

- **Extend the server from the rack.**
- **Remove the server from the rack .**

4. **Remove the access panel.**

5. Remove the fan cage.



CAUTION:

Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.



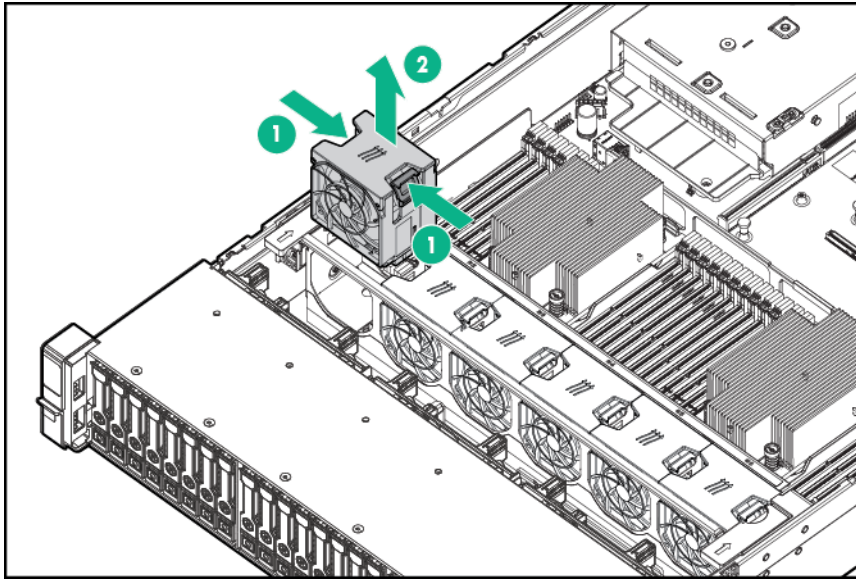
IMPORTANT:

For optimum cooling, install fans in all primary fan locations. For more information, refer to the **fan locations table**.

Remove the hot-plug fan

To remove the component:

1. **Extend the server from the rack.**
2. **Remove the access panel.**
3. Remove the fan.



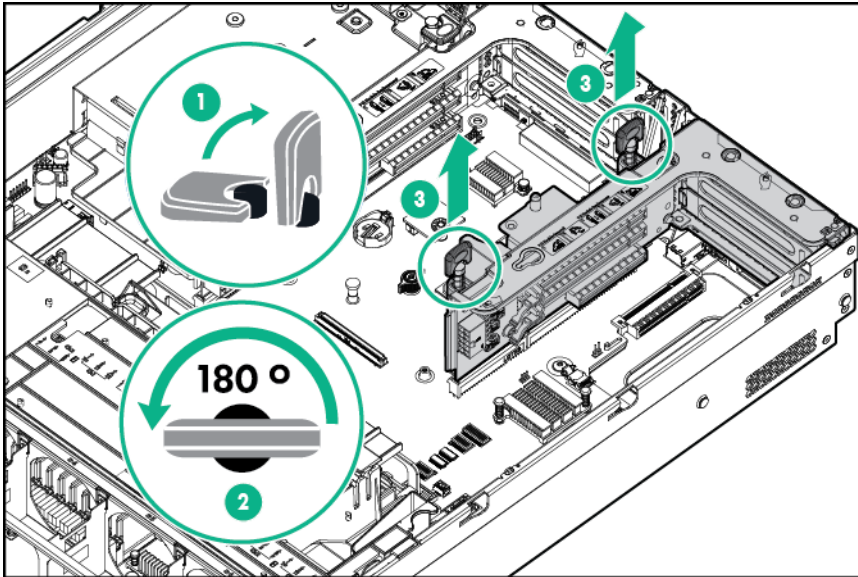
-
- ⚠ CAUTION:**
Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.
-
- ❗ IMPORTANT:**
For optimum cooling, install fans in all primary fan locations. For more information, refer to the [fan locations table](#).
-

Remove the PCI riser cage

- ⚠ CAUTION:**
To prevent damage to the server or expansion boards, power down the server and remove all AC power cords before removing or installing the PCI riser cage.
-

Procedure

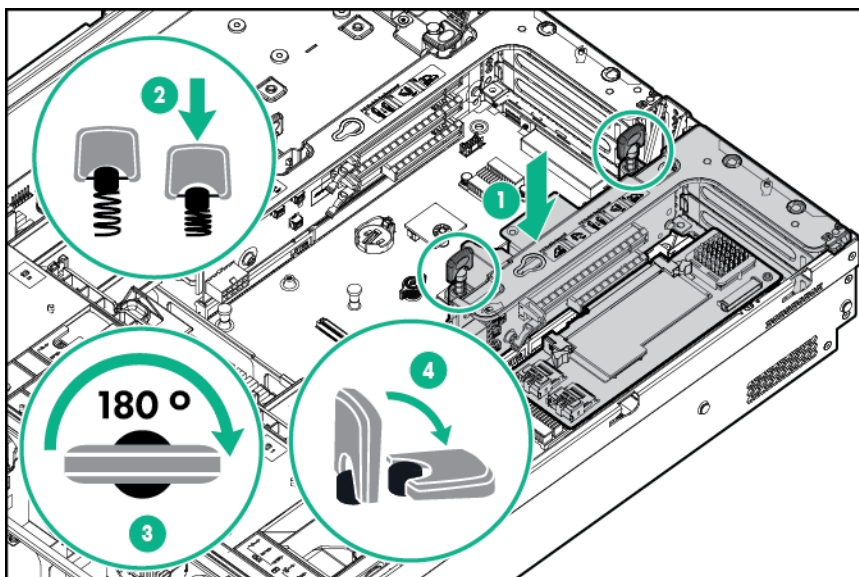
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. Remove the PCI riser cage.



Install the PCI riser cage

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. Install the PCI riser cage.

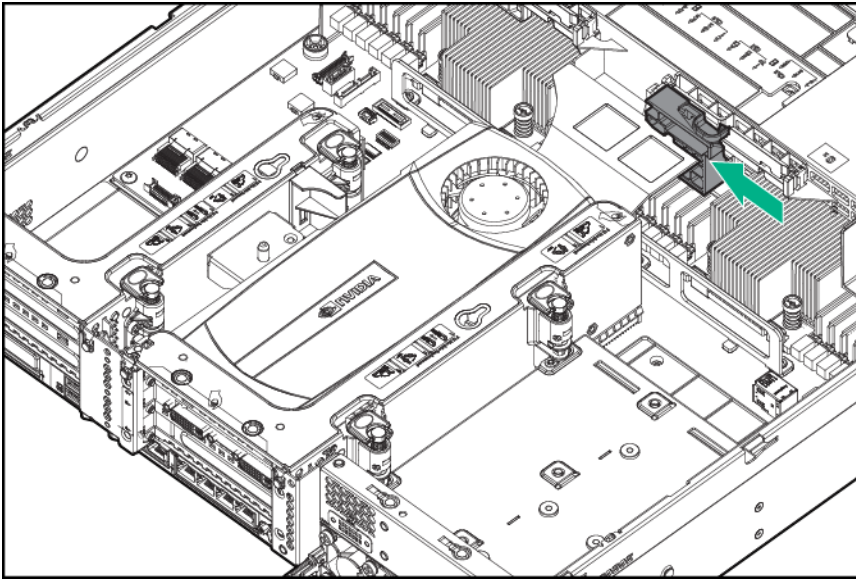


6. **Install the access panel.**
7. **Install the server into the rack.**
8. Connect each power cord to the server.
9. Connect each power cord to the power source.
10. **Power up the server.**

Secure the full-length expansion board retainer

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. **Extend the server from the rack.**
4. **Remove the access panel.**
5. **Install a full-length expansion board.**
6. **Install the PCI riser cage.**
7. Secure the full-length expansion board retainer.



8. **Install the access panel.**
9. **Install the server into the rack.**
10. Connect each power cord to the server.
11. Connect each power cord to the power source.
12. **Power up the server.**

Remove the air baffle

⚠ CAUTION:
For proper cooling, do not operate the server without the access panel, baffles, expansion slot covers, or blanks installed. If the server supports hot-plug components, minimize the amount of time the access panel is open.

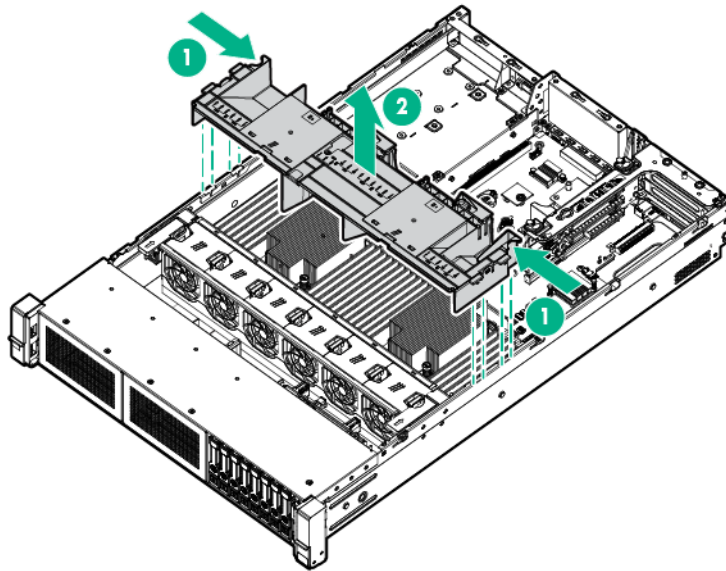
To remove the component:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. **Extend the server from the rack.**
4. **Remove the access panel.**

⚠ CAUTION:
Do not detach the cable that connects the battery pack to the cache module. Detaching the cable causes any unsaved data in the cache module to be lost.

5. Remove the air baffle.



Installing the air baffle

Procedure

1. Observe the following alerts.

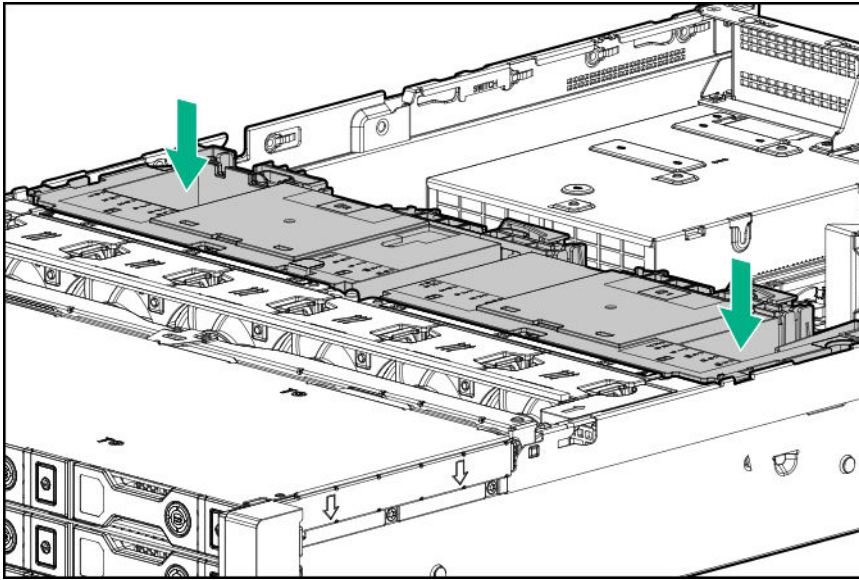
**CAUTION:**

For proper cooling, do not operate the server without the access panel, baffles, expansion slot covers, or blanks installed. If the server supports hot-plug components, minimize the amount of time the access panel is open.

**CAUTION:**

Do not detach the cable that connects the battery pack to the cache module. Detaching the cable causes any unsaved data in the cache module to be lost.

2. Install the air baffle.



Setup

HPE support services

Delivered by experienced, certified engineers, HPE support services help you keep your servers up and running with support packages tailored specifically for HPE ProLiant systems. HPE support services let you integrate both hardware and software support into a single package. A number of service level options are available to meet your business and IT needs.

HPE support services offer upgraded service levels to expand the standard product warranty with easy-to-buy, easy-to-use support packages that will help you make the most of your server investments. Some of the HPE support services for hardware, software or both are:

- Foundation Care – Keep systems running.
 - 6-Hour Call-to-Repair
 - 4-Hour 24x7
 - Next Business Day
- Proactive Care – Help prevent service incidents and get you to technical experts when there is one.
 - 6-Hour Call-to-Repair
 - 4-Hour 24x7
 - Next Business Day
- Startup and implementation services for both hardware and software
- HPE Education Services – Help train your IT staff.

For more information on HPE support services, see the [Hewlett Packard Enterprise website](http://www.hpe.com/support/safety-compliance-enterpriseproducts).

Set up the server

Prerequisites

Before setting up the server, be sure to read the following:

- [Operational requirements](#) on page 43
- Safety and compliance information on the HPE website:
<http://www.hpe.com/support/safety-compliance-enterpriseproducts>

Procedure

1. Unbox the server and verify the contents:

- A server
 - A power cord
 - Rack-mounting hardware
 - Documentation
2. (Optional) Install hardware options.
For installation instructions, see "Hardware options installation."
 3. **Install the server in a rack** on page 45.
The rack rail documentation is included with the rack rails.
 - a. Connect devices.
 - b. Connect network cables.
 - c. Connect power cords.
 4. Decide how to manage the server:
 - To manage the server locally, use a KVM switch or a mouse, keyboard, and monitor.
 - To manage the server remotely, use a remote browser to connect to the iLO web interface:
 - a. Verify that a network cable is connected to the iLO management port.
 - b. Locate the iLO hostname or IP address:
 - If a DHCP server assigns the IP address:
Locate the hostname on the serial label pull tab.
Locate the iLO IP address displayed on the boot screen. You can also try pinging the hostname from a remote workstation.
 - If a static IP address is assigned, use that IP address to connect to the server iLO.
 - c. Using the iLO hostname or IP address, connect to the iLO web interface, and then log in to the iLO web interface.
`https://<iLO hostname or IP address>`
The default credentials are on the serial label pull tab.
 - d. In the side navigation, click the **Remote Console & Media** link, and then launch a remote console.

Remote management is started.
 5. Press the Power On/Standby button.
The iLO virtual power button can also power up the server through the iLO web interface or remote console.
 6. (Optional) Create logical drives or set up RAID.

- If a Smart Array controller is installed, press **F10** at the boot screen to launch Intelligent Provisioning and then access **HPE Smart Storage Administrator**.
- If no controller is installed, **enable the embedded Smart Array controller in the UEFI System Utilities**, and then use HPE Smart Storage Administrator.

If you experience any issues, try **updating the firmware**.

7. Deploy an OS or virtualization software.

If an OS or virtualization software is already installed, Hewlett Packard Enterprise recommends **updating the drivers**.

To deploy an OS to a single server:

a. Verify that the OS is supported:

<http://www.hpe.com/info/ossupport>

b. Insert the installation media.

On remote deployments, use the iLO remote console to mount the image to a virtual drive. From the iLO Integrated Remote Console window, click **Virtual Drives** and then select how to mount the media.

c. Deploy the OS.

- To use Intelligent Provisioning to perform an automated OS installation, press **F10** at the boot screen to launch Intelligent Provisioning.
- To boot the server from the installation media, press **F11** at the boot screen, and then select the boot device.

d. After the OS is installed, **update the drivers**.

For advanced deployment options, see "**OS deployment options**".

8. Register the server (**<http://www.hpe.com/info/register>**).

Operational requirements

Space and airflow requirements

To allow for servicing and adequate airflow, observe the following space and airflow requirements when deciding where to install a rack:

- Leave a minimum clearance of 63.5 cm (25 in) in front of the rack.
- Leave a minimum clearance of 76.2 cm (30 in) behind the rack.
- Leave a minimum clearance of 121.9 cm (48 in) from the back of the rack to the back of another rack or row of racks.

Hewlett Packard Enterprise servers draw in cool air through the front door and expel warm air through the rear door. Therefore, the front and rear rack doors must be adequately ventilated to allow ambient room air to enter the cabinet, and the rear door must be adequately ventilated to allow the warm air to escape from the cabinet.

-
- ⚠ CAUTION:**
To prevent improper cooling and damage to the equipment, do not block the ventilation openings.
-

When vertical space in the rack is not filled by a server or rack component, the gaps between the components cause changes in airflow through the rack and across the servers. Cover all gaps with blanking panels to maintain proper airflow.

- ⚠ CAUTION:**
Always use blanking panels to fill empty vertical spaces in the rack. This arrangement ensures proper airflow. Using a rack without blanking panels results in improper cooling that can lead to thermal damage.
-

The 9000 and 10000 Series Racks provide proper server cooling from flow-through perforations in the front and rear doors that provide 64 percent open area for ventilation.

- ⚠ CAUTION:**
When using a Compaq branded 7000 series rack, install the high airflow rack door insert (PN 327281-B21 for 42U rack, PN 157847-B21 for 22U rack) to provide proper front-to-back airflow and cooling.
-

- ⚠ CAUTION:**
If a third-party rack is used, observe the following additional requirements to ensure adequate airflow and to prevent damage to the equipment:
- Front and rear doors—If the 42U rack includes closing front and rear doors, you must allow 5,350 sq cm (830 sq in) of holes evenly distributed from top to bottom to permit adequate airflow (equivalent to the required 64 percent open area for ventilation).
 - Side—The clearance between the installed rack component and the side panels of the rack must be a minimum of 7 cm (2.75 in).
-

Temperature requirements

To ensure continued safe and reliable equipment operation, install or position the system in a well-ventilated, climate-controlled environment.

The maximum recommended ambient operating temperature (TMRA) for most server products is 35°C (95°F). The temperature in the room where the rack is located must not exceed 35°C (95°F).

- ⚠ CAUTION:**
To reduce the risk of damage to the equipment when installing third-party options:
- Do not permit optional equipment to impede airflow around the server or to increase the internal rack temperature beyond the maximum allowable limits.
 - Do not exceed the manufacturer's TMRA.
-

Power requirements

Installation of this equipment must comply with local and regional electrical regulations governing the installation of information technology equipment by licensed electricians. This equipment is designed to operate in installations covered by NFPA 70, 1999 Edition (National Electric Code) and NFPA-75, 1992 (code for Protection of Electronic Computer/Data Processing Equipment). For electrical power ratings on options, refer to the product rating label or the user documentation supplied with that option.

**WARNING:**

To reduce the risk of personal injury, fire, or damage to the equipment, do not overload the AC supply branch circuit that provides power to the rack. Consult the electrical authority having jurisdiction over wiring and installation requirements of your facility.

**CAUTION:**

Protect the server from power fluctuations and temporary interruptions with a regulating uninterruptible power supply. This device protects the hardware from damage caused by power surges and voltage spikes and keeps the system in operation during a power failure.

Electrical grounding requirements

The server must be grounded properly for proper operation and safety. In the United States, you must install the equipment in accordance with NFPA 70, 1999 Edition (National Electric Code), Article 250, as well as any local and regional building codes. In Canada, you must install the equipment in accordance with Canadian Standards Association, CSA C22.1, Canadian Electrical Code. In all other countries, you must install the equipment in accordance with any regional or national electrical wiring codes, such as the International Electrotechnical Commission (IEC) Code 364, parts 1 through 7. Furthermore, you must be sure that all power distribution devices used in the installation, such as branch wiring and receptacles, are listed or certified grounding-type devices.

Because of the high ground-leakage currents associated with multiple servers connected to the same power source, Hewlett Packard Enterprise recommends the use of a PDU that is either permanently wired to the building's branch circuit or includes a nondetachable cord that is wired to an industrial-style plug. NEMA locking-style plugs or those complying with IEC 60309 are considered suitable for this purpose. Using common power outlet strips for the server is not recommended.

Install the server in a rack

For rack rail installation instructions, see the documentation that ships with the rack rails.

**CAUTION:**

Always plan the rack installation so that the heaviest item is on the bottom of the rack. Install the heaviest item first, and then continue to populate the rack from the bottom to the top.

**WARNING:**

To reduce the risk of electric shock, fire, or damage to the equipment:

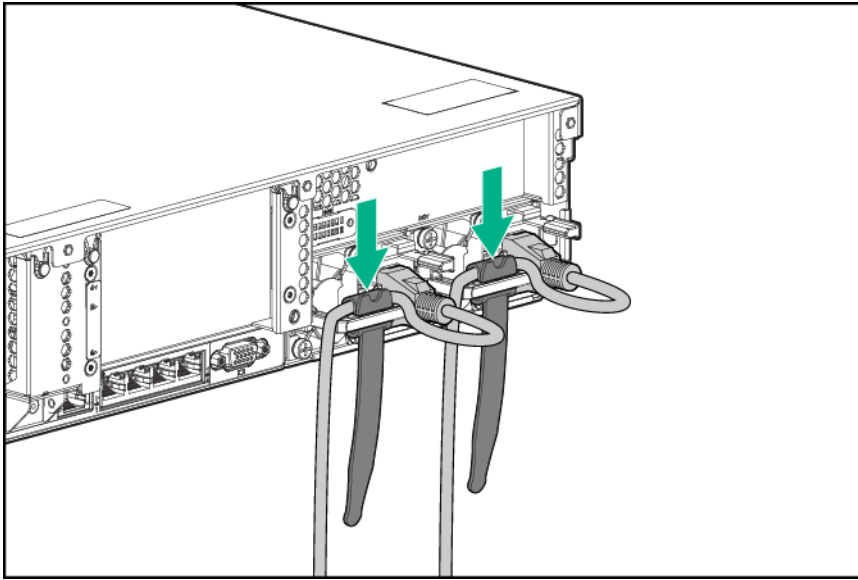
- Do not insert wrong connectors into ports.
- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Unplug the power cord from the power supply to disconnect power to the equipment.
- Do not route the power cord where it can be walked on or pinched by items placed against it. Pay particular attention to the plug, electrical outlet, and the point where the cord extends from the server.

Procedure

1. After the server is racked, connect any peripheral devices to the server.

To identify components, see "Rear panel components".

2. At the rear of the server, plug in the power cord to the power supply.
3. Install the power cord anchors.

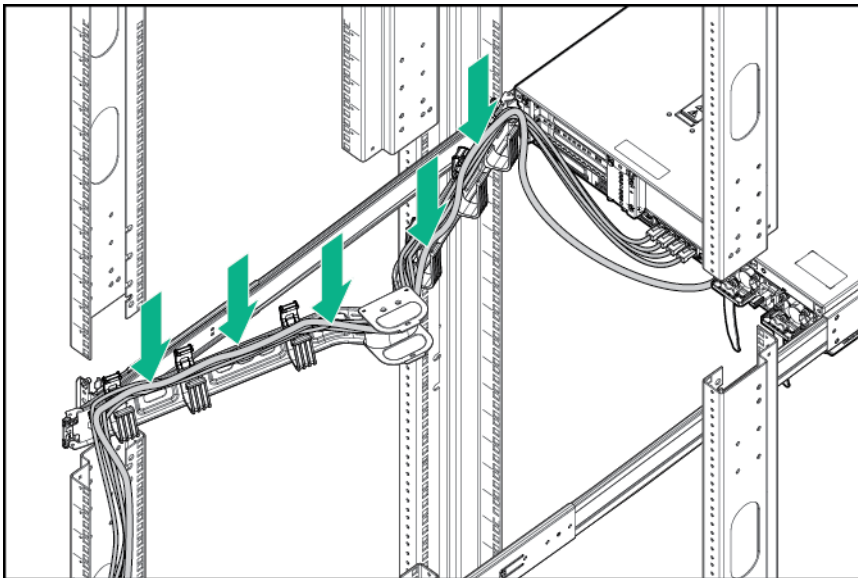


4. Secure the cables to the cable management arm.



IMPORTANT:

Leave enough slack in each of the cables to prevent damage to the cables when the server is extended from the rack.



5. Connect the power cord to the AC power source.

Hardware options installation

Hewlett Packard Enterprise product QuickSpecs

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

Introduction

If more than one option is being installed, read the installation instructions for all the hardware options and identify similar steps to streamline the installation process.

**WARNING:**

To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

**CAUTION:**

To prevent damage to electrical components, properly ground the server before beginning any installation procedure. Improper grounding can cause electrostatic discharge.

Hot-plug drive guidelines

When adding drives to the server, observe the following general guidelines:

- The system automatically sets all device numbers.
- If only one drive is used, install it in the bay with the lowest device number.
- Drives should be the same capacity to provide the greatest storage space efficiency when drives are grouped together into the same drive array.

Fan options

**CAUTION:**

To avoid damage to server components, fan blanks must be installed in fan bays 1 and 2 in a single-processor configuration.

**CAUTION:**

To avoid damage to the equipment, do not operate the server for extended periods of time if the server does not have the optimal number of fans installed. Although the server might boot, Hewlett Packard Enterprise does not recommend operating the server without the required fans installed and operating.

Valid fan configurations are listed in the following table.

Configuration	Fan bay 1	Fan bay 2	Fan bay 3	Fan bay 4	Fan bay 5	Fan bay 6
1 processor	Fan blank	Fan blank	Fan	Fan	Fan	Fan
1 processor 24-SFF or 12-LFF configuration with high-performance fans	Fan	Fan	Fan	Fan	Fan	Fan
2 processors	Fan	Fan	Fan	Fan	Fan	Fan

For a single-processor configuration, excluding 24-SFF and 12-LFF configurations, four fans and two blanks are required in specific fan bays for redundancy. A fan failure or missing fan causes a loss of redundancy. A second fan failure or missing fan causes an orderly shutdown of the server.

For a dual-processor configuration or single-processor 24-SFF or 12-LFF configurations, six fans are required for redundancy. A fan failure or missing fan causes a loss of redundancy. A second fan failure or missing fan causes an orderly shutdown of the server.

High-performance fans might be necessary in 24-SFF and 12-LFF configurations for the following installations:

- Optional GPU riser installations
- ASHRAE compliant configurations

For more information, see the [Hewlett Packard Enterprise website](#).

The server supports variable fan speeds. The fans operate at minimum speed until a temperature change requires a fan speed increase to cool the server. The server shuts down during the following temperature-related scenarios:

- At POST and in the OS, iLO performs an orderly shutdown if a cautionary temperature level is detected. If the server hardware detects a critical temperature level before an orderly shutdown occurs, the server performs an immediate shutdown.
- When the Thermal Shutdown feature is disabled in the BIOS/Platform Configuration (RBSU), iLO does not perform an orderly shutdown when a cautionary temperature level is detected. Disabling this feature does not disable the server hardware from performing an immediate shutdown when a critical temperature level is detected.



CAUTION:

A thermal event can damage server components when the Thermal Shutdown feature is disabled in the BIOS/Platform Configuration (RBSU).

Drive options

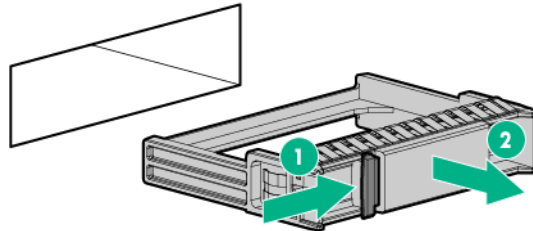
Depending on the configuration, this server supports SAS, SATA, and NVMe drives. For more information on drive support, see "[Device bay numbering](#)."

When adding hard drives to the server, observe the following general guidelines:

- The system automatically sets all device numbers.
- If only one hard drive is used, install it in the bay with the lowest device number.
- Drives should be the same capacity to provide the greatest storage space efficiency when drives are grouped together into the same drive array.

Removing the hard drive blank

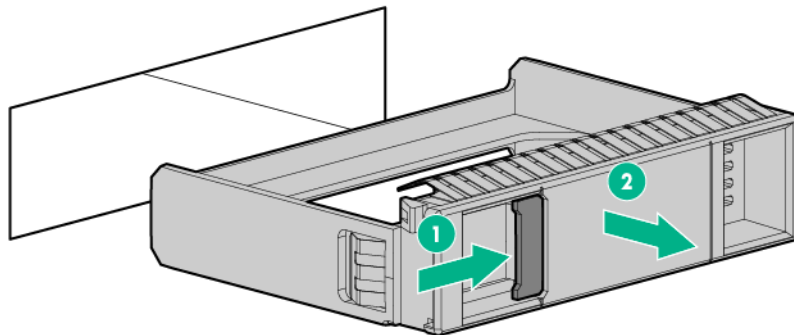
Remove the component as indicated.



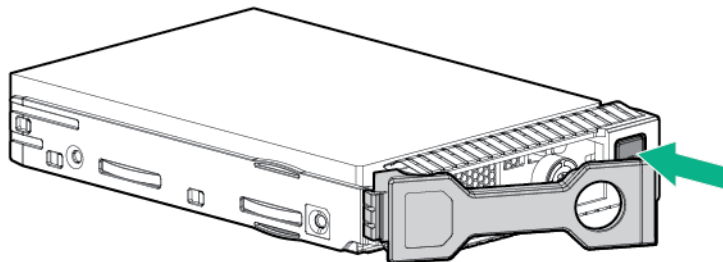
Installing a hot-plug SAS or SATA drive

Procedure

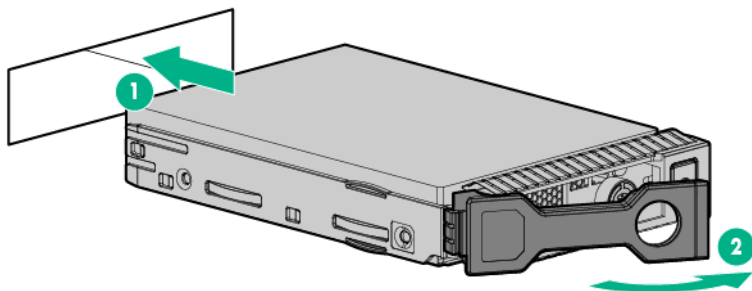
1. Remove the drive blank.



2. Prepare the drive.



3. Install the drive.

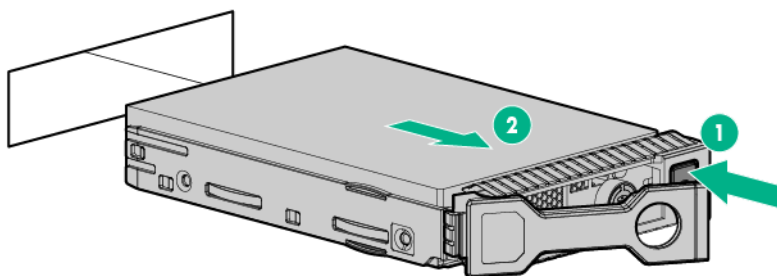


4. Determine the status of the drive from the **drive LED definitions**.

Removing a hot-plug SAS or SATA hard drive

CAUTION:
For proper cooling, do not operate the server without the access panel, baffles, expansion slot covers, or blanks installed. If the server supports hot-plug components, minimize the amount of time the access panel is open.

1. Determine the status of the drive from the **hot-plug drive LED definitions**.
2. Back up all server data on the drive.
3. Remove the drive.



Installing the NVMe drives

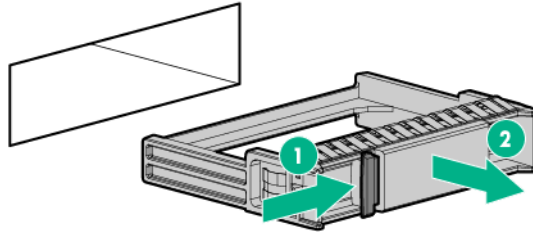
NVMe drives are supported on this server when the 8SFF drive cage and/or the 2SFF drive cage is installed. For more information on which bays support NVMe drives, see "**Device numbers**."

To install the drives:

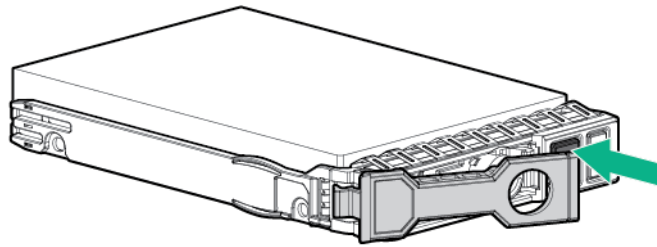
CAUTION:
To prevent improper cooling and thermal damage, do not operate the server or the enclosure unless all drive and device bays are populated with either a component or a blank.

Procedure

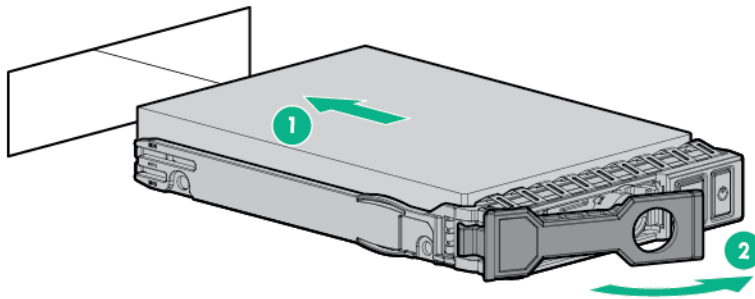
1. Remove the drive blank, if installed.



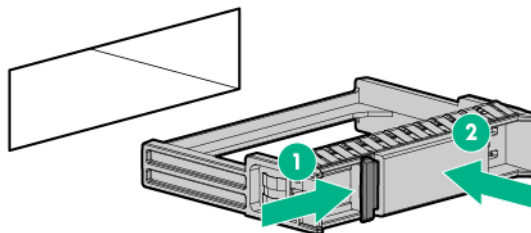
2. Press the Do Not Remove button to open the release handle.



3. Install the drives.



4. Install an SFF drive blank in any unused drive bays.



Express Bay drive cage

The high-performance fan option (part number 719079-B21) must be installed when installing this option.

With the 6SFF Express bay Enablement option installed, the server supports SAS drives, SATA drives, SSDs, and NVMe drives in the following locations:

- Optional 2SFF drive cage installed either in Universal media bay 1 or at the rear of the server supports SFF SAS drives, SATA drives, or SSDs.
- 8SFF drive cage (bays 1 to 8) installed in box 1 supports SFF SAS drives, SATA drives, or SSDs.
- 6SFF Express Bay Enablement option (bays 1 to 6) installed in Universal media bay 2 (box 2) supports SFF NVMe drives.

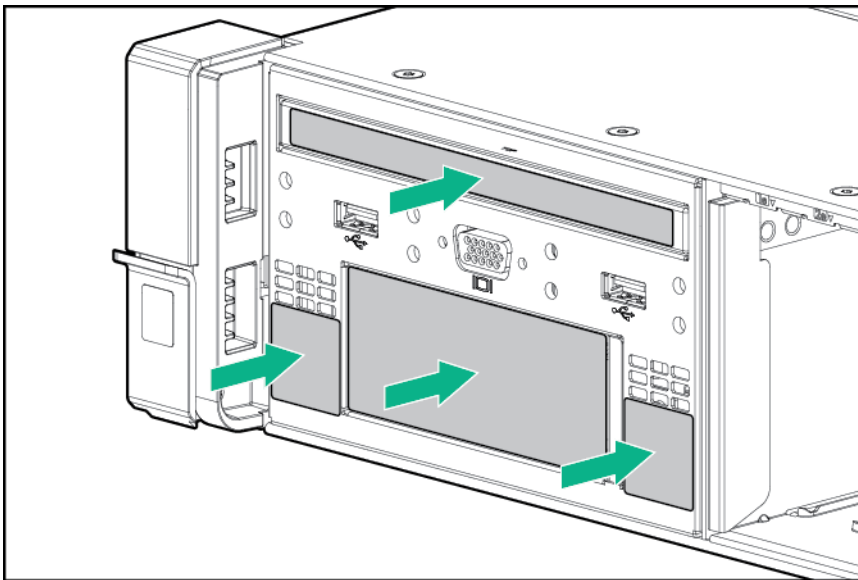
For more information about NVMe SSDs, see the [Hewlett Packard Enterprise website](#). For more information on supported drives, see the [Hewlett Packard Enterprise website](#). For more information on which bays support NVMe drives, see "[Device numbers](#)."

Installing the airflow labels

When installing the HPE Express Bay drive cage in bay two, the airflow labels included in the kit must be installed depending on the option installed in bay one:

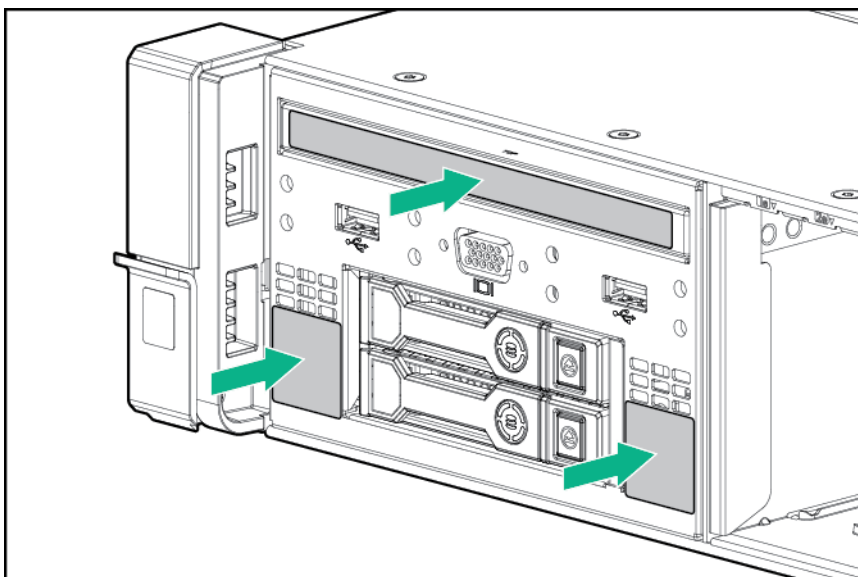
- If the Eight-bay SFF Front Drive Cage option is installed in bay one, then no further action is required.
- If the Two-bay SFF Drive Cage option is not installed in the Universal Media Bay in bay one, then install the two small Universal media bay airflow labels (814815-001) and the Universal media bay 2 SFF drive airflow label (814816-001).

If no DVD is installed in the Universal media bay, then install the DVD airflow label (828649-001).

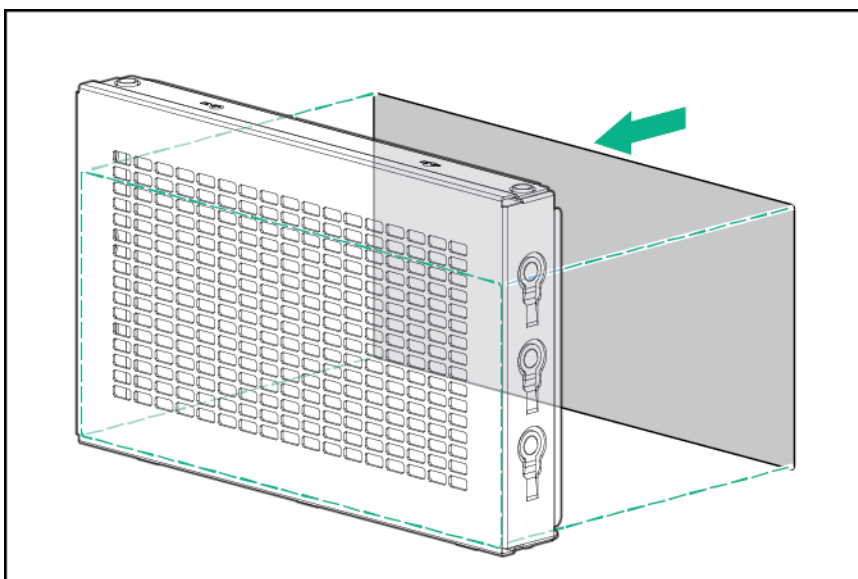


- If the Two-bay SFF Drive Cage option is installed in the Universal media bay in bay one and two SFF drives are installed, then install the two small Universal media bay airflow labels (814815-001) as indicated.

If no DVD is installed in the Universal media bay, then install the DVD airflow label (828649-001).



- If a blank is installed in bay one, then install the Drive bay 1 airflow label (814814-001) as indicated.



Installing the Express Bay drive cage



WARNING:

To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.



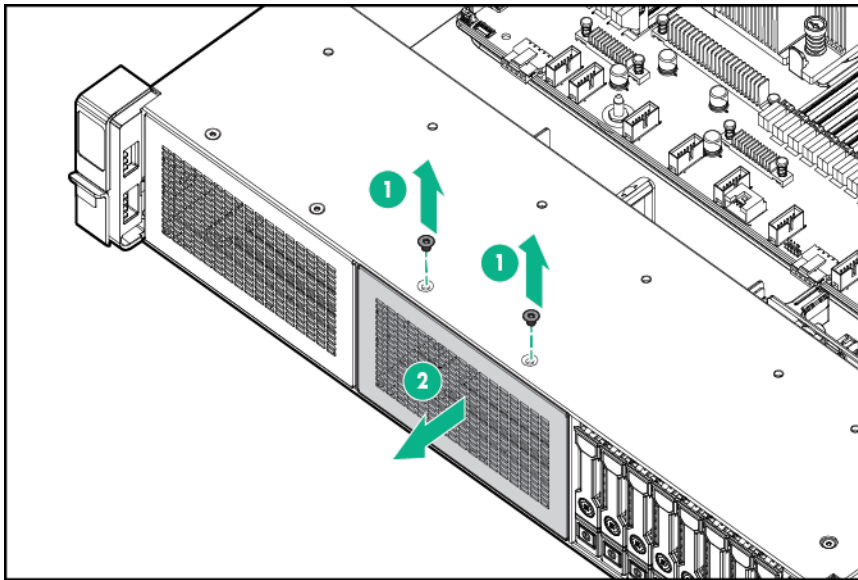
CAUTION:

To prevent damage to electrical components, properly ground the server before beginning any installation procedure. Improper grounding can cause ESD.

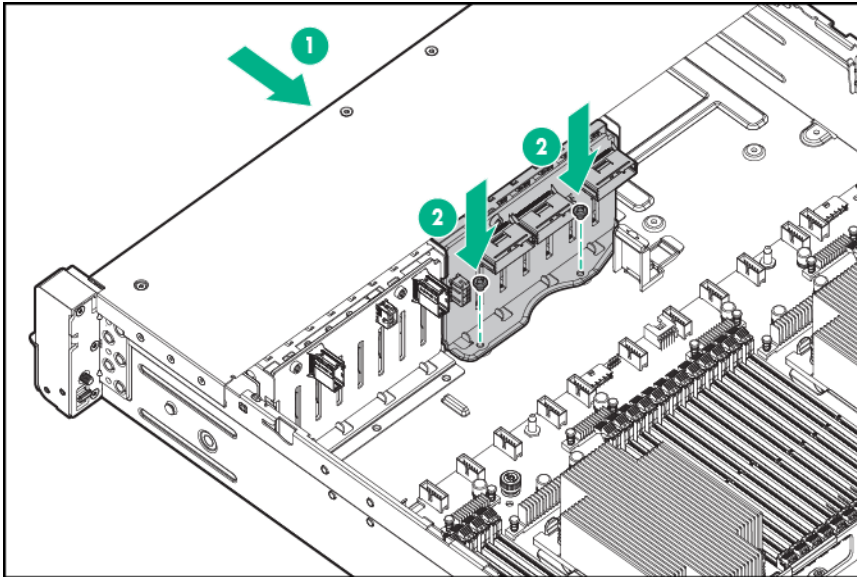
To install the component:

Procedure

1. Back up all server data.
2. **Power down the server .**
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. **Remove the fan cage.**
7. Remove the bay 2 blank.

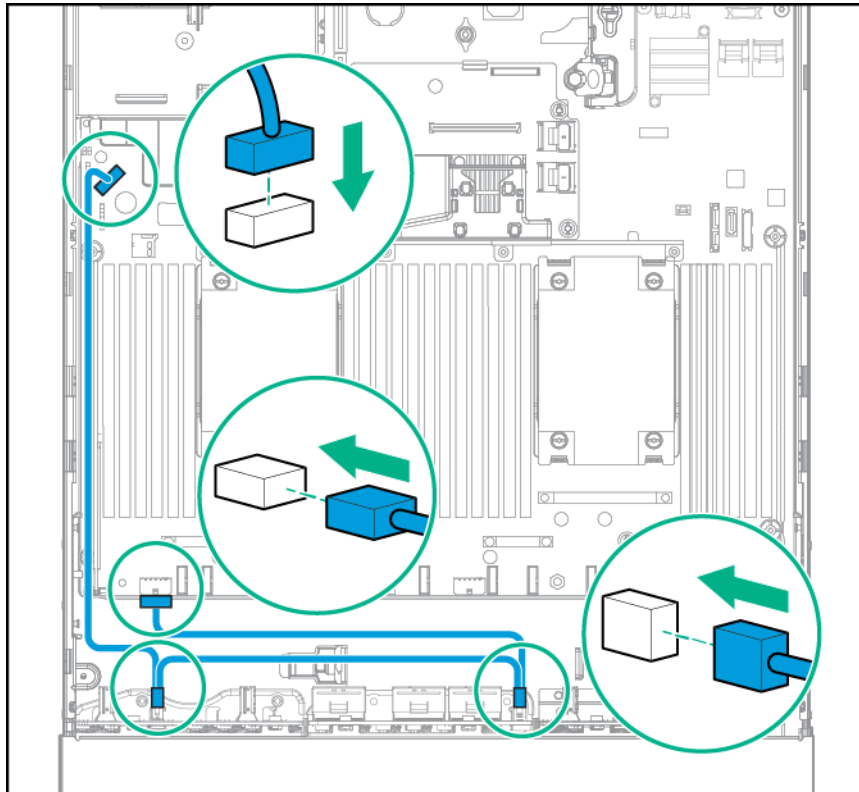


8. If drive blanks are installed in the drive cage assembly, **remove the drive blanks.** Retain the drive blanks for use in empty drive bays.
9. Install the HPE Express Bay drive cage.

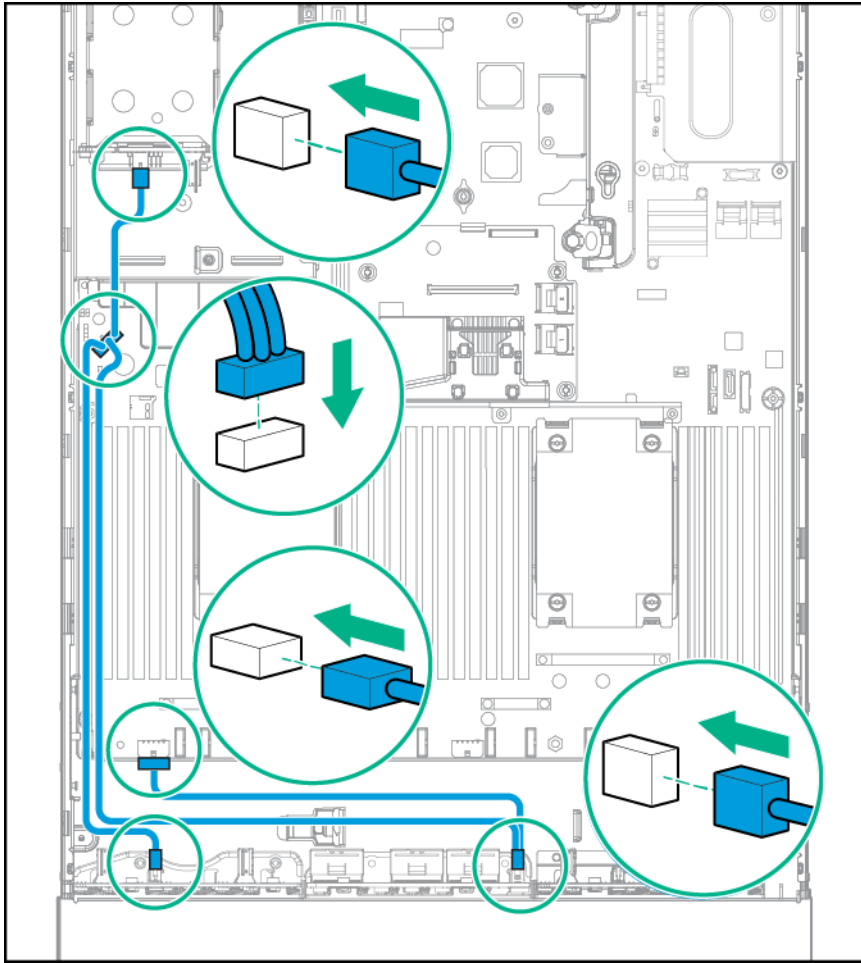


10. Connect the power cable depending on the server configuration.

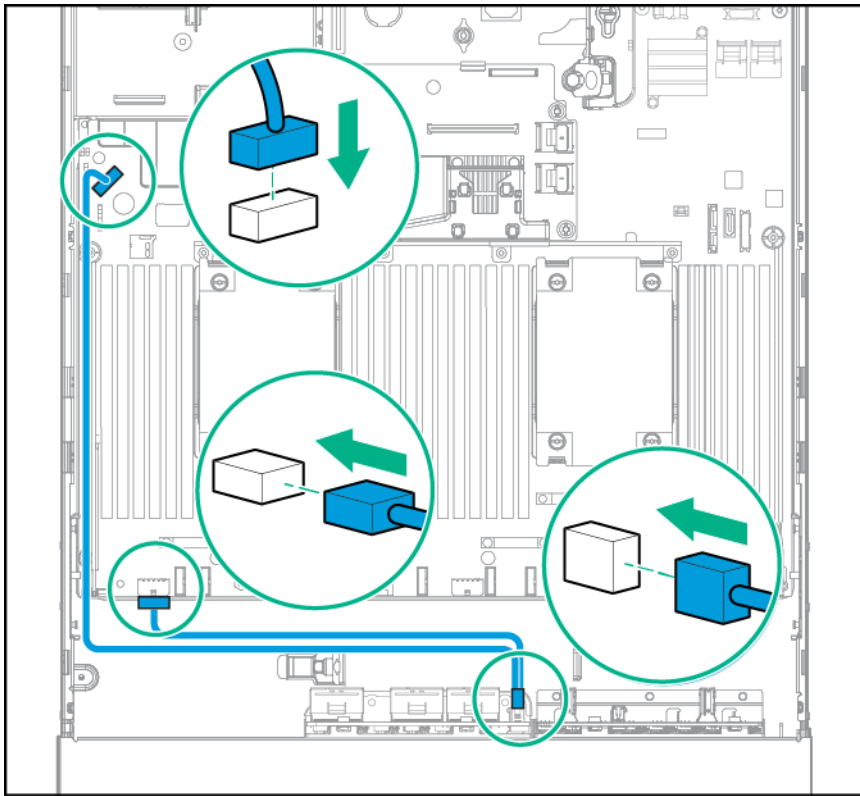
- 8SFF drive cage installed in bay 1 — Use the 8SFF drive cage power cable (776399-001).



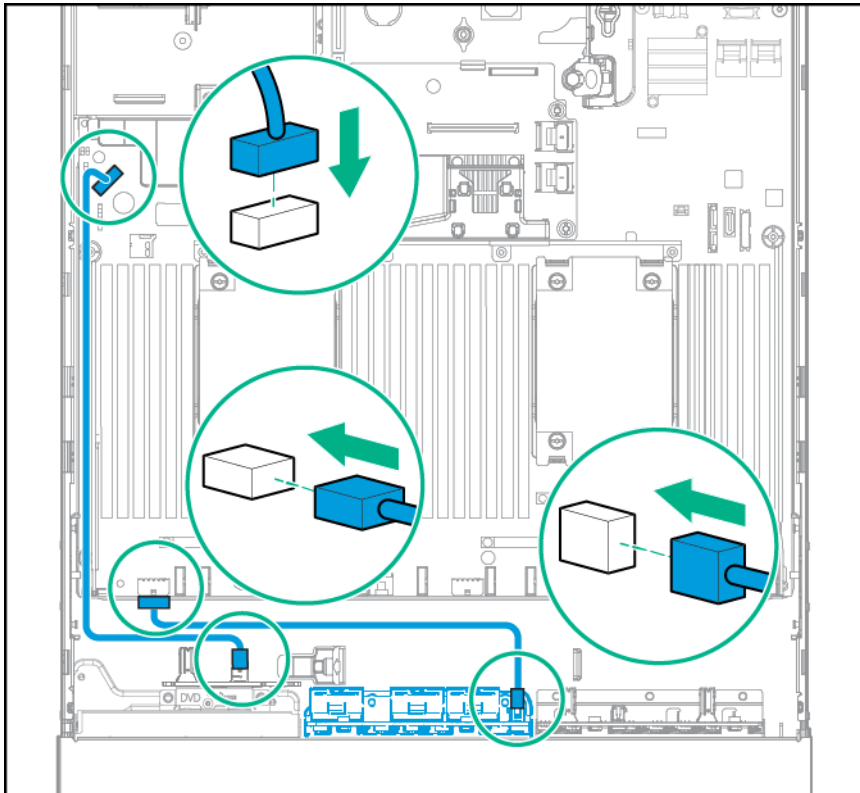
- 8SFF drive cage installed in bay 1 and 2 SFF drives in the rear of the server — Use the 8SFF drive cage power cable (776399-001) and the 2SFF drives-rear power cable (776400-001).



- Drive bay 1 is empty — Use the NVMe power cable (776392-001).

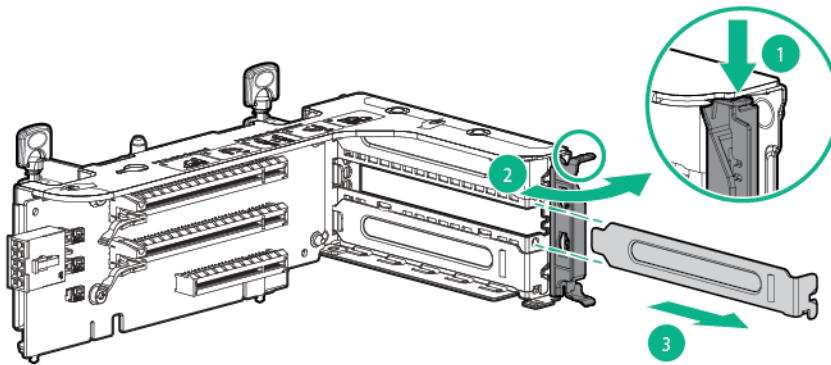


- 8SFF drive cage installed in bay 1 and 2SFF drives in the front of the server — Use the 8SFF drive cage power cable (776399-001) and the 2SFF drives-front power cable (795156-001).

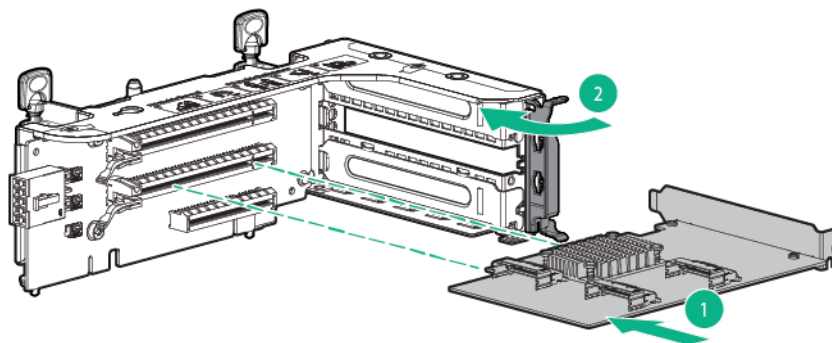


11. **Remove the primary PCI riser cage.**

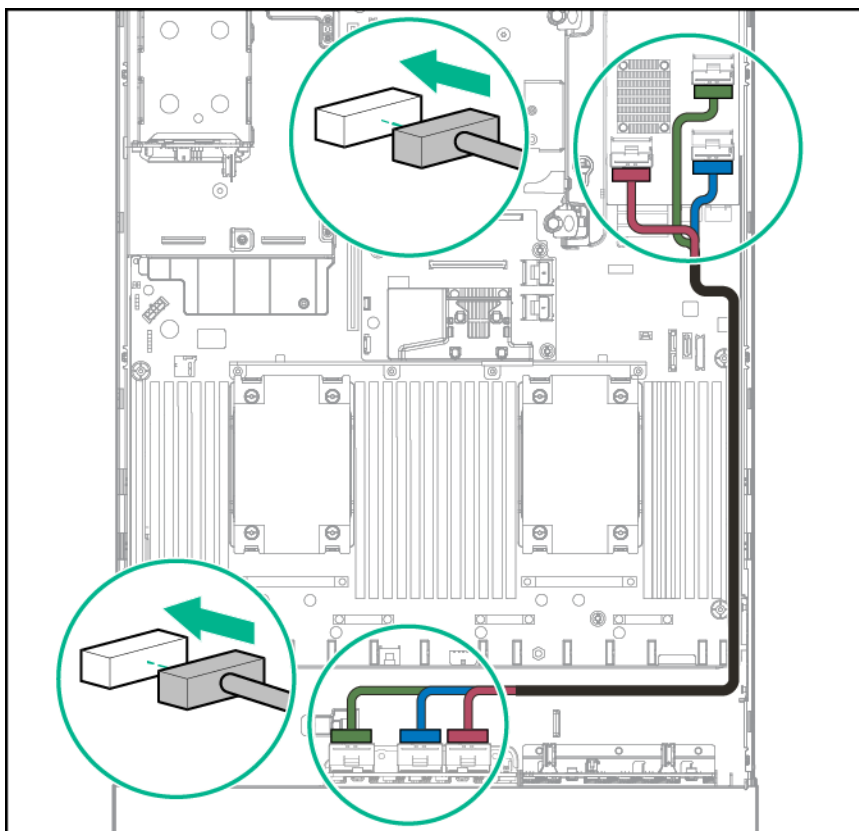
12. Remove the expansion slot blank from slot 2.



13. Install the HPE Express Bay Bridge Card.



14. Using the cable trough and clips, connect the NVMe data cable (826898-001) to the HPE Express Bay Bridge Card. If the HPE 12G SAS Expander Card is installed, install the 12G SAS expander card cable (776402-001) (not shown).



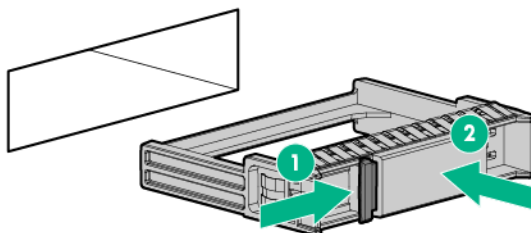
15. Install the drives.



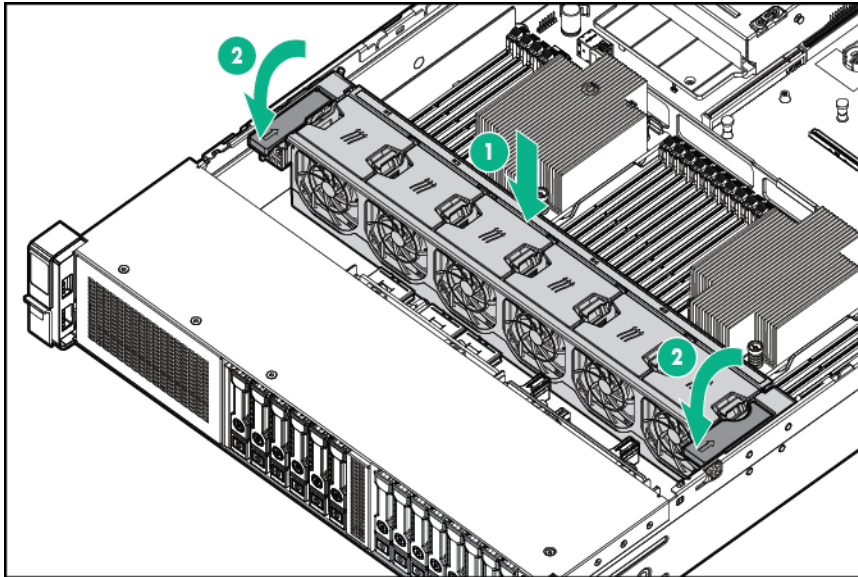
CAUTION:

To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

16. Install the drive blank in any unused drive bays.



17. Install the fan cage. The fan cage should be populated with high-performance fans when installing the Express Bay Enablement option.



18. **Install the air baffle.**
19. **Install the access panel.**
20. Do one of the following:
 - Slide the server into the rack.
 - Install the server into the rack.
21. Connect each power cord to the server.
22. Connect each power cord to the power source.
23. **Power up the server.**

Redundant hot-plug power supply option

⚠ CAUTION:
All power supplies installed in the server must have the same output power capacity. Verify that all power supplies have the same part number and label color. The system becomes unstable and may shut down when it detects mismatched power supplies.

⚠ CAUTION:
To prevent improper cooling and thermal damage, do not operate the server unless all bays are populated with either a component or a blank.

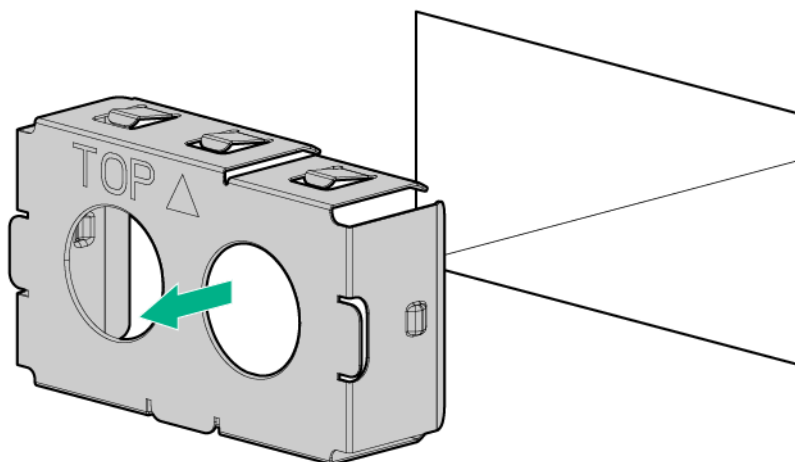
To install the component:

Procedure

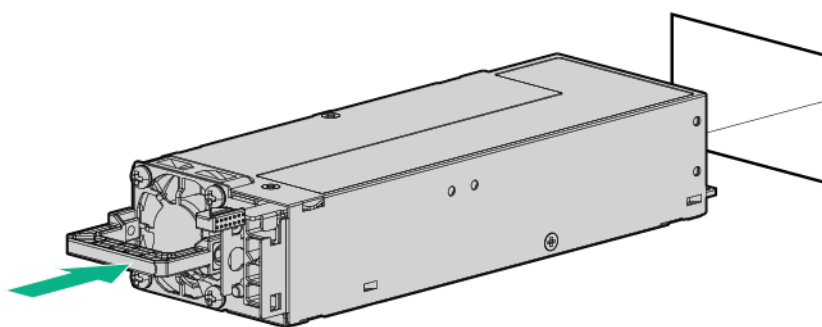
1. **Access the product rear panel.**
2. Remove the blank.

**WARNING:**

To reduce the risk of personal injury from hot surfaces, allow the power supply or power supply blank to cool before touching it.



3. Insert the power supply into the power supply bay until it clicks into place.



4. Connect the power cord to the power supply.
5. Route the power cord. Use best practices when routing power cords and other cables. A cable management arm is available to help with routing. To obtain a cable management arm, contact a Hewlett Packard Enterprise authorized reseller.
6. Connect the power cord to the AC power source.
7. **Be sure that the power supply LED is green.**

High-performance fan option

To install the component:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**

4. **Remove the access panel.**

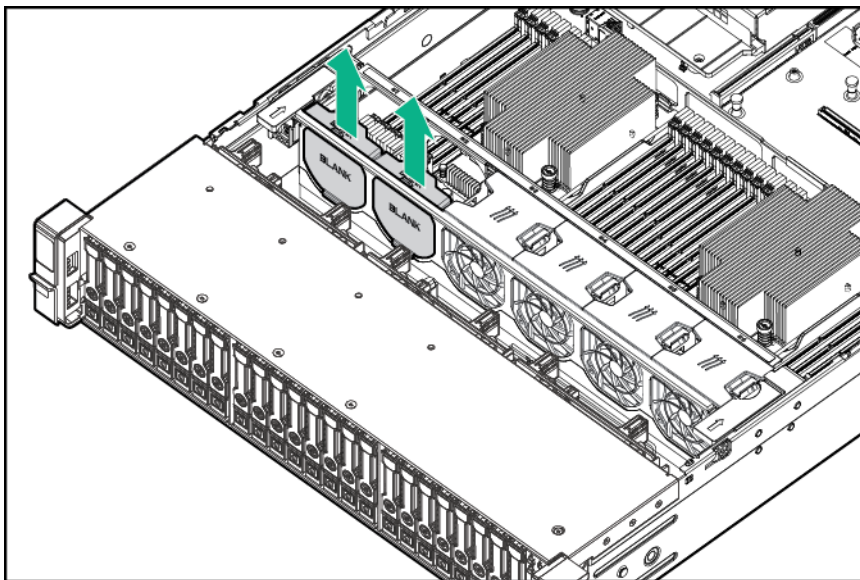


IMPORTANT:

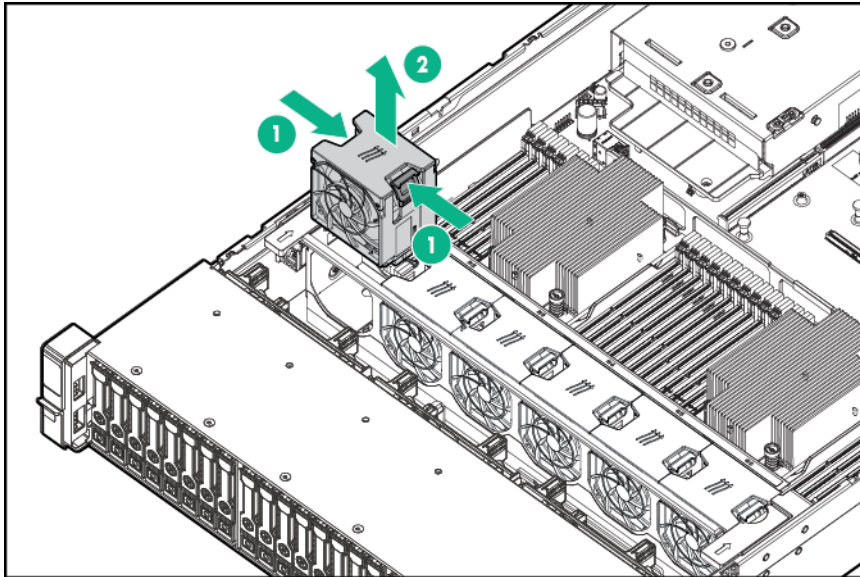
Do not mix standard fans and high-performance fans in the same server.

5. Remove fan blanks and standard fans from all locations:

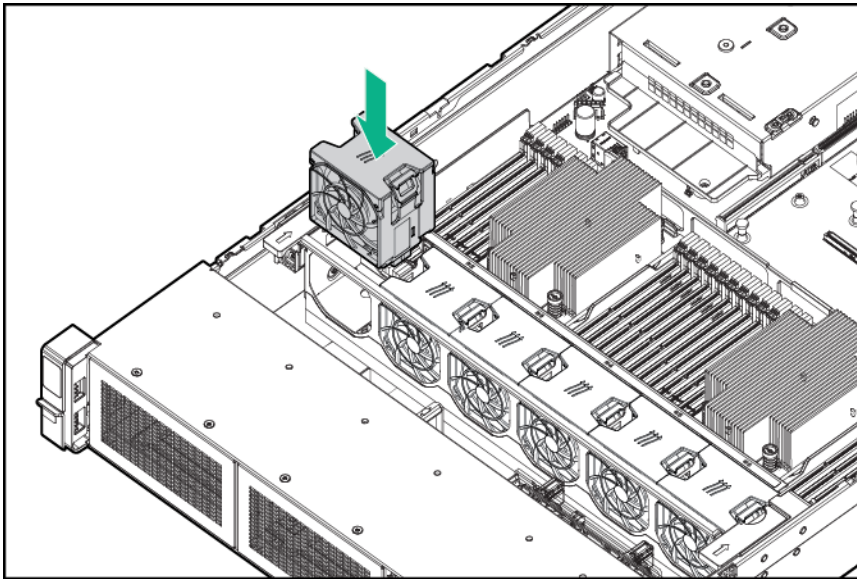
- Fan blanks



- Standard fans



6. Install high-performance fans in all locations.



7. **Install the access panel.**
8. Slide the server into the rack.
9. Connect each power cord to the server.
10. Connect each power cord to the power source.
11. **Power up the server.**

Processor and fan option

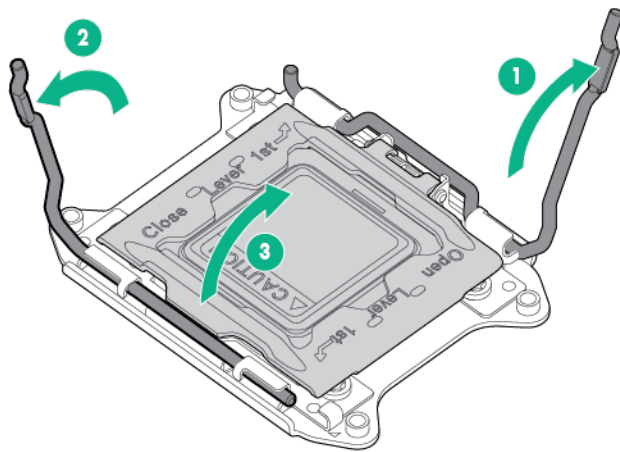
The server supports single-processor and dual-processor operations.

-
- ⚠ CAUTION:**
To avoid damage to the processor and system board, only authorized personnel should attempt to replace or install the processor in this server.
-
- ⚠ CAUTION:**
To prevent possible server malfunction and damage to the equipment, multiprocessor configurations must contain processors with the same part number.
-
- ❗ IMPORTANT:**
If installing a processor with a faster speed, update the system ROM before installing the processor.
-

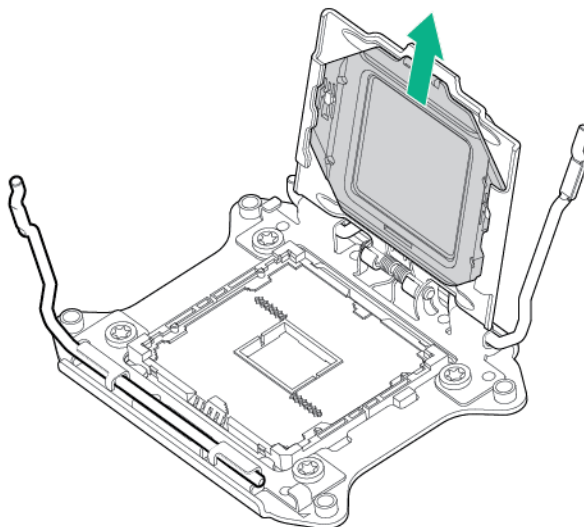
To install a processor:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack .**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. Remove the processor blank.
7. Open each of the processor locking levers in the order indicated in the following illustration, and then open the processor retaining bracket.



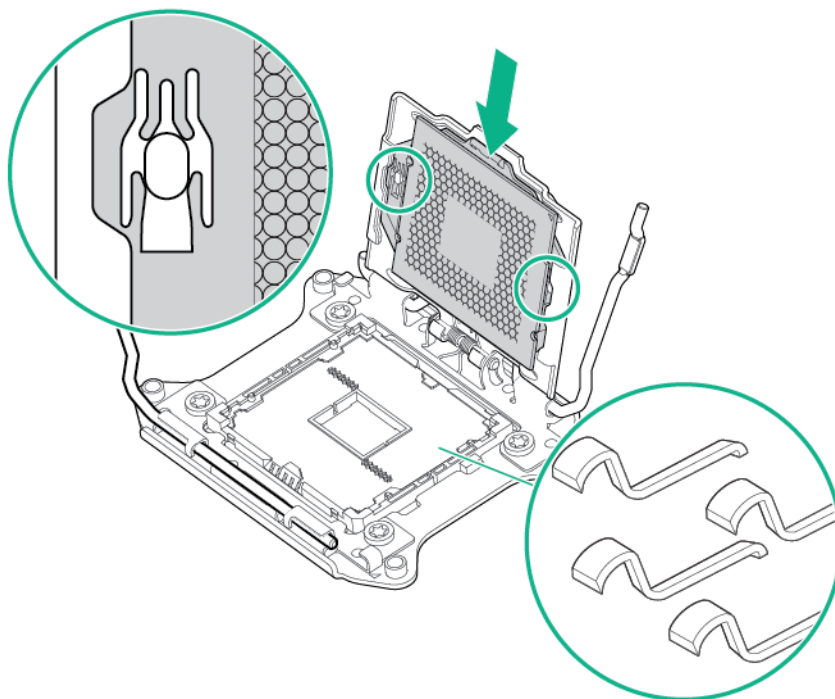
8. Remove the clear processor socket cover. Retain the processor socket cover for future use.



CAUTION:
THE PINS ON THE SYSTEM BOARD ARE VERY FRAGILE AND EASILY DAMAGED. To avoid damage to the system board, do not touch the processor or the processor socket contacts.

9. Install the processor. Verify that the processor is fully seated in the processor retaining bracket by visually inspecting the processor installation guides on either side of the processor. **THE PINS ON THE SYSTEM BOARD ARE VERY FRAGILE AND EASILY DAMAGED.**

Install the processor. Verify that the processor is fully seated in the processor retaining bracket by visually inspecting the processor installation guides on either side of the processor.

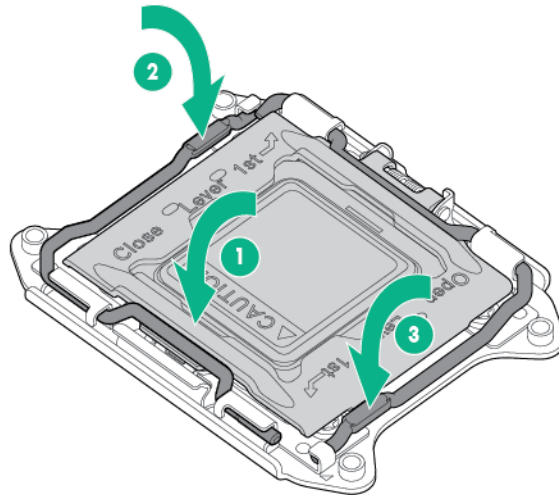


10. Close the processor retaining bracket. When the processor is installed properly inside the processor retaining bracket, the processor retaining bracket clears the flange on the front of the socket.

⚠ CAUTION:
Do not press down on the processor. Pressing down on the processor might damage the processor socket and the system board. Press only in the area indicated on the processor retaining bracket.

⚠ CAUTION:
Close and hold down the processor cover socket while closing the processor locking levers. The levers should close without resistance. Forcing the levers closed can damage the processor and socket, requiring system board replacement.

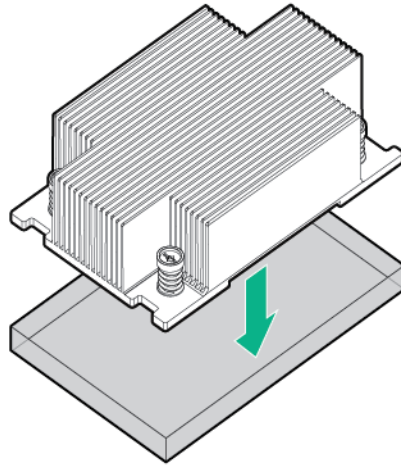
11. Press and hold the processor retaining bracket in place, and then close each processor locking lever. Press only in the area indicated on the processor retaining bracket.



⚠ CAUTION:
Close and hold down the processor cover socket while closing the processor locking levers. The levers should close without resistance. Forcing the levers closed can damage the processor and socket, requiring system board replacement.

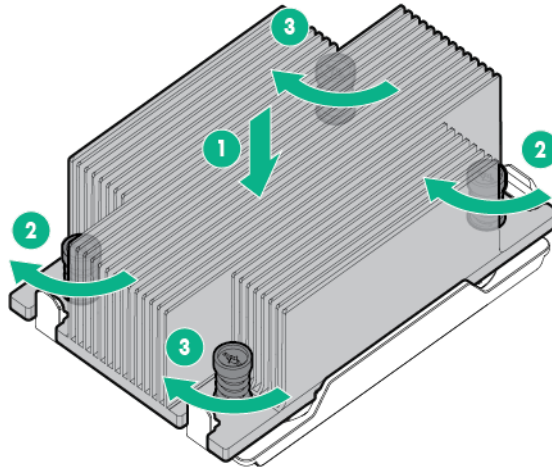
12. Remove the heatsink cover.

⚠ CAUTION:
After the cover is removed, do not touch the thermal interface media.

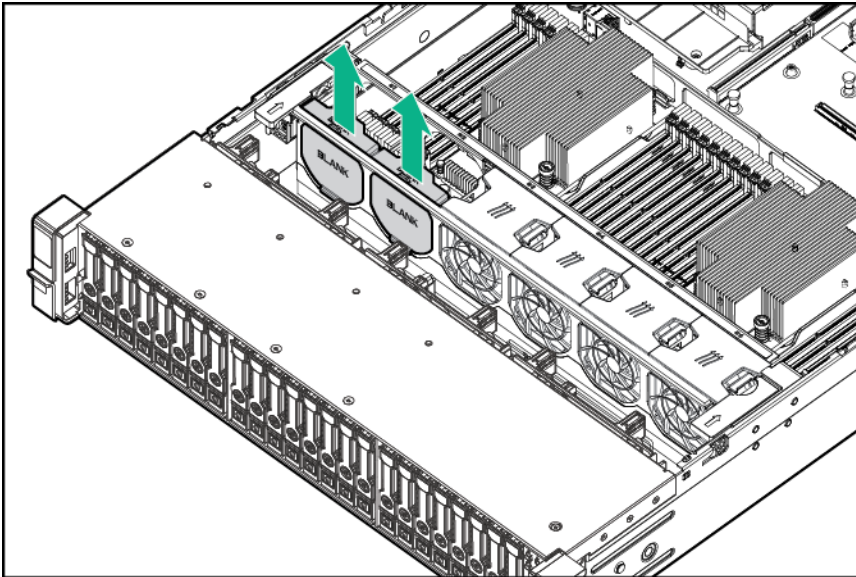


13. Install the heatsink:

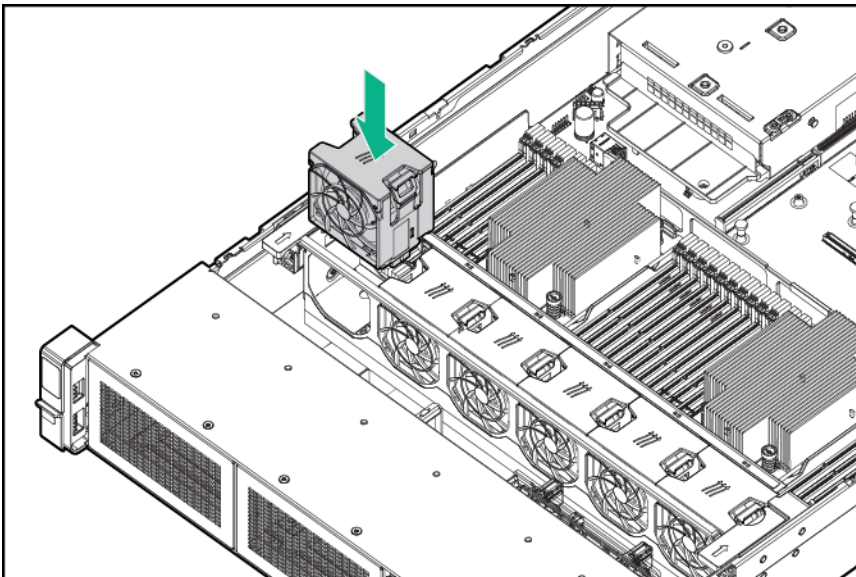
- a. Position the heatsink on the processor backplate.
- b. Tighten one pair of diagonally opposite screws halfway, and then tighten the other pair of screws.
- c. Finish the installation by completely tightening the screws in the same sequence.



- 14.** Remove the fan blanks from locations 1 and 2. For fan location and numbering information, see "**Hot-plug fans**" or the label attached to the chassis next to the fans.



15. Install the fans into locations 1 and 2.



16. **Install the air baffle.**
17. **Install the access panel.**
18. Install the server into the rack.
19. Connect each power cord to the server.
20. Connect each power cord to the power source.
21. Press the Power On/Standby button.

The server exits standby mode and applies full power to the system. The system power LED changes from amber to green.

Memory options

This server supports multiple DIMM types:

- Regular RDIMMs
- LRDIMMs
- Regular RDIMMs and NVDIMM-Ns

NVDIMM-Ns are supported when installed together with a regular RDIMM on the same system with an HPE Smart Storage Battery. For more information on NVDIMM-Ns and persistent memory, see the Hewlett Packard Enterprise website (<http://www.hpe.com/info/persistentmemory>).

! **IMPORTANT:**

This server does not support mixing LRDIMMs or RDIMMs. Attempting to mix any combination of these DIMMs can cause the server to halt during BIOS initialization.

All types of memory are referred to as DIMMs when the information applies to all types. When specified as LRDIMM or RDIMM, the information applies to that type only. All memory installed in the server must be the same type.

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

Memory-processor compatibility information

The processor installed in the server determines the type of DIMMs supported by the server. For the latest memory configuration information, see the following resources:

- The product QuickSpecs on the [Hewlett Packard Enterprise website](http://www.hpe.com/info/qs).
- HPE Server Memory Configurator (<https://h22195.www2.hpe.com/DDR4memoryconfig/Home/Legal>)

DIMM type

- Intel Xeon E5-2600 v3 processors support:
 - Single-rank and dual-rank PC4-2133P (DDR4-2133) RDIMMs operating at up to 2133 MT/s
 - Dual- and quad-rank PC4-2133P (DDR4-2133) LRDIMMs operating at up to 2133 MT/s
- Intel Xeon E5-2600 v4 processors support:
 - Single-rank and dual-rank PC4-2400T (DDR4-2400) RDIMMs operating at up to 2400 MT/s
 - Dual-rank and quad-rank PC4-2400T (DDR4-2400) LRDIMMs operating at up to 2400 MT/s
 - Octal-rank PC4-2400U (DDR4-2400) LRDIMMs operating at up to 2400 MT/s

DIMM specifications

DIMM specifications for Intel Xeon E5-2600 v3 processors

Type	Rank	Capacity (GB)	Native speed (MT/s)	Voltage
RDIMM	Single	4 or 8	2133	STD
RDIMM	Dual	8, 16, or 32	2133	STD
LRDIMM	Dual	16	2133	STD
LRDIMM	Quad	32 or 64	2133	STD

DIMM specifications for Intel Xeon E5-2600 v4 processors

Type	Rank	Capacity (GB)	Native speed (MT/s)	Voltage
RDIMM	Single	8 or 16	2400	STD
RDIMM	Single	8	2133	STD
RDIMM	Dual	16 or 32	2400	STD
LRDIMM	Dual	32	2400	STD
LRDIMM	Quad	64	2400	STD
LRDIMM	Octal	128	2400	STD

Populated DIMM speed (MT/s)

Populated DIMM speed for Intel Xeon E5-2600 v3 processors

Type	Rank	Capacity (GB)	1 DIMM per channel (MT/s)	2 DIMMs per channel (MT/s)	3 DIMMs per channel (MT/s)
RDIMM	Single	4 or 8	2133	2133	1600
RDIMM	Dual	8, 16, or 32	2133	2133	1600
LRDIMM	Dual	16	2133	2133	1866
LRDIMM	Quad	32 or 64	2133	2133	1866

Populated DIMM speed for Intel Xeon E5-2600 v4 processors

Type	Rank	Capacity (GB)	1 DIMM per channel (MT/s)	2 DIMMs per channel (MT/s)	3 DIMMs per channel (MT/s)
RDIMM	Single	8 or 16	2400	2133	1866
NVDIMM-N (RDIMM)	Single	8	2133	1866	1600
RDIMM	Dual	16 or 32	2400	2400	1866
LRDIMM	Dual	32	2400	2400	2400
LRDIMM	Quad	64	2400	2400	2400
LRDIMM	Octal	128	2400	2400	2400

The operating memory speed is a function of the rated DIMM speed, DIMMs installed per channel, processor model, and the speed selected in the BIOS/Platform Configuration (RBSU) of the UEFI System Utilities.

Depending on the processor model, the number of DIMMs installed, and whether LRDIMMs or RDIMMs are installed, the memory clock speed can be reduced to 1866 MT/s.

Maximum memory capacity

The maximum memory capacity is a function of the DIMM capacity, number of installed DIMMs, memory type, and number of installed processors.

Maximum memory capacity for Intel Xeon E5-2600 v3 processors

DIMM type	DIMM rank	Capacity (GB)	One processor (GB)	Two processors (GB)
RDIMM	Single	4	48	96
RDIMM	Single	8	96	192
RDIMM	Dual	8	96	192
RDIMM	Dual	16	192	384
RDIMM	Dual	32	384	768
LRDIMM	Dual	16	192	384
LRDIMM	Dual	32	384	768
LRDIMM	Quad	64	768	1536

Maximum memory capacity for Intel Xeon E5-2600 v4 processors

DIMM type	DIMM rank	Capacity (GB)	One processor (GB)	Two processors (GB)
RDIMM	Single	8	96	192
RDIMM	Single	16	192	384
RDIMM	Dual	16	192	384
RDIMM	Dual	32	384	768
LRDIMM	Dual	32	384	768
LRDIMM	Quad	64	768	1536
LRDIMM	Octal	128	1536	3072

For the latest memory configuration information, see the QuickSpecs on the Hewlett Packard Enterprise [website](#).

SmartMemory

SmartMemory authenticates and unlocks certain features available only on Qualified Memory and verifies whether installed memory has passed Hewlett Packard Enterprise qualification and test processes.

Qualified Memory is performance-tuned for ProLiant and BladeSystem servers and provides future enhanced support through Active Health and manageability software.

Persistent memory combines the performance of memory with the persistence of traditional storage.

NVDIMMs are DIMMs that provide persistent memory and install in standard DIMM slots.

NVDIMM-Ns are NVDIMMs that combine DRAM with NAND flash memory, backing up the DRAM contents to flash memory on power loss and restoring from NAND flash memory to DRAM on power on. NVDIMM-Ns provide applications with the full performance capability of DRAM. NVDIMM-Ns are supported in select HPE

servers, drawing power from the HPE Smart Storage Battery to perform the backup. The HPE 8GB NVDIMM is an NVDIMM-N.

For more information about NVDIMM-Ns and persistent memory, see the HPE 8GB NVDIMM User Guide on the Hewlett Packard Enterprise Information Library (<http://www.hpe.com/info/NVDIMM-docs>).

Operation stages for NVDIMM-Ns

- While the server is powered on:
 - Each NVDIMM-N operates at the speed of a regular DDR4 DIMM and data is stored in the DRAM.
 - Each NVDIMM-N accesses data in the DRAM based on the processor load/store instructions and PCIe memory read and write transactions.
 - Each NVDIMM-N is accessed using special device drivers.
 - Each NVDIMM-N is not presented as regular system memory.
- When power to the server is lost:
 - Each NVDIMM-N copies or backs up data from its DRAM to its NAND flash memory.
 - Each NVDIMM-N draws power from the HPE Smart Storage Battery on the server.
- While the server is powered off, data is saved in the NAND flash memory of each NVDIMM-N.
- When the server is powered on, each NVDIMM-N restores data from its NAND flash memory to its DRAM during the server POST process.

For more information on persistent memory, see the Hewlett Packard Enterprise website (<http://www.hpe.com/info/persistentmemory>). For more information about HPE NVDIMMs, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

Memory subsystem architecture

The memory subsystem in this server is divided into channels. Each processor supports four channels, and each channel supports three DIMM slots, as shown in the following table.

Channel	Population order	Slot number
1	A	12
	E	11
	I	10
2	B	9
	F	8
	J	7

Table Continued

Channel	Population order	Slot number
3	C	1
	G	2
	K	3
4	D	4
	H	5
	L	6

For the location of the slot numbers, see "[DIMM slot locations](#)."

This multi-channel architecture provides enhanced performance in Advanced ECC mode. This architecture also enables Online Spare Memory mode.

DIMM slots in this server are identified by number and by letter. Letters identify the population order. Slot numbers indicate the DIMM slot ID for spare replacement.

Persistent memory and NVDIMM terminology

The terminology used in persistent memory tends to overlap and multiple terms may apply for a single component. The HPE 8GB NVDIMM might be referenced using any of the following terms:

- Persistent memory — Memory delivering the performance of memory with the persistence of storage
- SCM — Storage class memory; encompasses emerging technologies
- NVM — Non-volatile memory; includes slower technologies, such as flash memory
- DIMM — Dual Inline Memory Module
- RDIMM — Registered DIMM
- NVDIMM — Non-volatile DIMM; provides persistent memory
- NVDIMM-N — NVDIMM with byte-addressable programming interface to DRAM, backed up to flash memory when needed (energy backed)
- NVRDIMM — NVDIMM that is also an RDIMM
- NVRDIMM-N — NVRDIMM that is also an NVDIMM-N

The HPE 8GB NVDIMM Single Rank x4 DDR4-2133 Module is not any of the following:

- UDIMM — Unbuffered DIMM
- LRDIMM — Load reduced DIMM

DIMM ranks

To understand and configure memory protection modes properly, an understanding of DIMM rank is helpful. Some DIMM configuration requirements are based on these classifications.

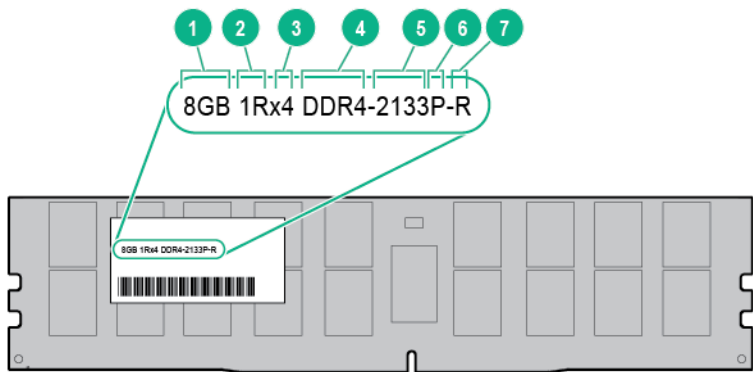
A single-rank DIMM has one set of memory chips that is accessed while writing to or reading from the memory. A dual-rank DIMM is similar to having two single-rank DIMMs on the same module, with only one rank accessible at a time. A quad-rank DIMM is, effectively, two dual-rank DIMMs on the same module. Only one rank is accessible at a time. The server memory control subsystem selects the proper rank within the DIMM when writing to or reading from the DIMM.

Dual- and quad-rank DIMMs provide the greatest capacity with the existing memory technology. For example, if current DRAM technology supports 8 GB single-rank DIMMs, a dual-rank DIMM would be 16 GB, and a quad-rank DIMM would be 32 GB, and an octal-rank LR DIMM would be 64 GB.

LR DIMMs are labeled as quad- and octal-rank DIMMs. There are four and eight ranks of DRAM on the DIMM, but the LR DIMM buffer creates an abstraction that allows the DIMM to appear as a logical dual-rank DIMM to the system. This is called Rank Multiplication. The LR DIMM buffer also isolates the electrical loading of the DRAM from the system to allow for faster operation. These two changes allow the system to support up to three LR DIMMs per memory channel, providing for greater memory capacity and higher memory operating speed compared to quad-rank R DIMMs.

DIMM identification

To determine DIMM characteristics, see the label attached to the DIMM and refer to the following illustration and table.



Item	Description	Definition
1	Capacity	8 GB
		16 GB
		32 GB
		64 GB
		128 GB
2	Rank	1R = Single-rank
		2R = Dual-rank
		4R = Quad-rank
		8R = Octal-rank
3	Data width on DRAM	x4 = 4-bit
		x8 = 8-bit
4	Memory generation	DDR4
5	Maximum memory speed	2133 MT/s
		2400 MT/s

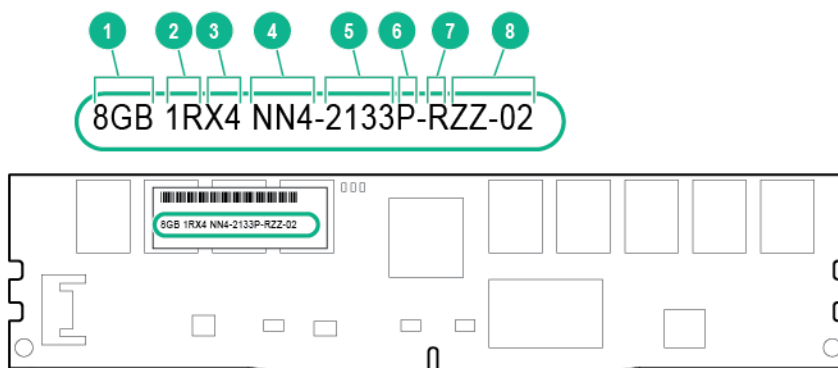
Table Continued

Item	Description	Definition
6	CAS latency	P=15-15-15 T=17-17-17 U=20-18-18
7	DIMM type	R = RDIMM (registered) L = LRDIMM (load reduced)

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the [Hewlett Packard Enterprise website](#).

NVDIMM identification

To determine NVDIMM characteristics, see the full product description as shown in the following example:



Item	Description	Definition
1	Capacity	8GB
2	Rank	1R (Single rank)
3	Data width	x4 (4 bit)
4	Memory type	NVDIMM-N
5	Maximum memory speed	2133 MT/s
6	Speed grade	P (CAS 15-15-15)
7	DIMM type	RDIMM (registered)
8	Reserved	—

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

Memory configurations

To optimize server availability, the server supports the following AMP modes:

- **Advanced ECC**—Provides up to 4-bit error correction. This mode is the default option for this server.
- **Online spare memory**—Provides protection against failing or degraded DIMMs. Certain memory is reserved as spare, and automatic failover to spare memory occurs when the system detects a DIMM that is degrading. This allows DIMMs that have a higher probability of receiving an uncorrectable memory error (which would result in system downtime) to be removed from operation.
- **Mirrored memory**—Provides maximum protection against failed DIMMs. Uncorrectable errors in one channel are corrected by the mirror channel.

Advanced Memory Protection options are configured in the BIOS/Platform Configuration (RBSU). If the requested AMP mode is not supported by the installed DIMM configuration, the server boots in Advanced ECC mode. For more information, see the *HPE UEFI System Utilities User Guide for HPE ProLiant Gen9 Servers* on the [Hewlett Packard Enterprise website](http://www.hpe.com/enterprise).

Maximum DIMM capacity

DIMM type	DIMM capacity (GB)	DIMM rank	One processor (GB)	Two processors (GB)
RDIMM	8	Single	96	192
RDIMM	16	Single	192	384
RDIMM	16	Dual	192	384
RDIMM	32	Dual	384	768
LRDIMM	32	Dual	384	768
LRDIMM	64	Quad	768	1536
LRDIMM	128	Octal	1536	3072

For the latest memory configuration information, see the QuickSpecs on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/qs>).

Balanced and unbalanced NVDIMM configurations

With regular DIMMs, it is common to use a balanced configuration when installing regular DIMMs in a server in which DIMMs are allocated across all processors and all memory channels (such as 1-A, 2-A, 1-B, 2-B, and so forth). An unbalanced configuration is preferred in some cases when NVDIMM-Ns are installed.

Balancing NVDIMM-Ns by positioning them equally across all processors results in them being presented by the OS device drivers as multiple smaller block devices. With NVDIMM-N Memory Interleaving enabled, one block device exists per processor, or one block device exists per node if the QPI Snoop Configuration is Cluster-on-Die. For example, eight 8 GiB NVDIMMs on two processors result in two 32 GiB block devices. This works best if storage threads need to run on all processors and can partition their data so threads access local NVDIMM-Ns.

Unbalancing NVDIMM-Ns by positioning them all on one processor (or one node if the QPI Snoop Configuration is Cluster-on-Die) results in them being presented as one big block device. For example, eight 8 GiB NVDIMMs on one processor results in one 64 GiB block device. This works best if storage threads can be limited to that processor.

Example: For an unbalanced memory configuration when using two regular DIMMs and six NVDIMM-Ns, install the DIMMs as follows:

- Install a regular DIMM in slot A for each processor
- Install three NVDIMM-Ns in the remaining white slots on processor 1 (slots B, C, and D)
- Install three more NVDIMM-Ns in three of the four black slots on processor 1 (slots E, F, G, and H)

This configuration will result in one 48 GiB persistent memory device. For best performance, Hewlett Packard Enterprise recommends running storage threads only on processor 1.

Advanced ECC memory configuration

Advanced ECC memory is the default memory protection mode for this server. Standard ECC can correct single-bit memory errors and detect multi-bit memory errors. When multi-bit errors are detected using Standard ECC, the error is signaled to the server and causes the server to halt.

Advanced ECC protects the server against some multi-bit memory errors. Advanced ECC can correct both single-bit memory errors and 4-bit memory errors if all failed bits are on the same DRAM device on the DIMM.

Advanced ECC provides additional protection over Standard ECC because it is possible to correct certain memory errors that would otherwise be uncorrected and result in a server failure. Using HPE Advanced Memory Error Detection technology, the server provides notification when a DIMM is degrading and has a higher probability of uncorrectable memory error.

Online Spare memory configuration

Online spare memory provides protection against degraded DIMMs by reducing the likelihood of uncorrected memory errors. This protection is available without any operating system support.

Online spare memory protection dedicates one rank of each memory channel for use as spare memory. The remaining ranks are available for OS and application use. If correctable memory errors occur at a rate higher than a specific threshold on any of the non-spare ranks, the server automatically copies the memory contents of the degraded rank to the online spare rank. The server then deactivates the failing rank and automatically switches over to the online spare rank.

Mirrored memory configuration

Mirroring provides protection against uncorrected memory errors that would otherwise result in server downtime. Mirroring is performed at the channel level to one memory channel pair that can be either:

- Channel 1 data being mirrored in channel 2
- Channel 3 data being mirrored in channel 4

If an uncorrectable error is detected in the active memory channel, data is retrieved from the mirror channel. This channel becomes the new active channel, and the system disables the channel with the failed DIMM.

General DIMM and NVDIMM-N slot population guidelines

Before reviewing the population guidelines, review the "[Persistent memory and NVDIMM terminology](#)."

Population requirements

- Do not mix RDIMMs, UDIMMs, and LRDIMMs.
- When NVDIMM-Ns are installed on a server, install at least one regular DIMM in a DIMM slot associated with the first processor installed.
- Install DIMMs only if the corresponding processor is installed.

- When mixing regular DIMMs and NVDIMM-Ns in a channel, install the regular DIMMs first and then install the NVDIMM-Ns in the channel.
- When installing NVDIMM-Ns in a server with more than 16 DIMM slots and using the HPE 96W Smart Storage Battery, install a maximum of 16 NVDIMM-Ns in the server.
- When single-rank, dual-rank, and quad-rank DIMMs are populated for two DIMMs per channel or three DIMMs per channel, install the higher numbered rank DIMM first in the channel (starting from the farthest DIMM slot). For example, install the quad-rank DIMM first, the dual-rank DIMM next, and the single-rank DIMM last.

Population recommendations

- To utilize all memory channels and provide best performance when one processor is installed, install regular DIMMs in sequential alphabetic order: A, B, C, D, E, F, and so forth.
- When two processors are installed, install the regular DIMMs in sequential alphabetic order balanced between the two processors: P1-A, P2-A, P1-B, P2-B, P1-C, P2-C, and so forth. If installing NVDIMM-Ns in an unbalanced configuration, see "**Balanced and unbalanced NVDIMM configurations.**"
- To achieve the best performance, install only two DIMMs per channel in servers with three DIMM slots per channel. When three DIMMs per channel are populated, the speed reduces from 2400 MT/s or 2133 MT/s to 1600 MT/s.

The operating frequency is reduced to 1867 MT/s if the following are true:

- If any channel in the system is populated with two DIMMs per channel and at least one of them is NVDIMM.
- If no channel in the system is configured with three DIMMs per channel.
- If a channel in the system configured with two DIMMs per channel is populated with all regular DIMMs, an NVDIMM-N installed in a one DIMM per channel configuration runs at 2133 MT/s.

For more information about server memory, see the Hewlett Packard Enterprise website (<http://www.hpe.com/info/memory>).

Advanced ECC population guidelines

For Advanced ECC mode configurations:

- Observe the general DIMM slot population guidelines.
- DIMMs may be installed individually.

Online spare population guidelines

For Online Spare memory mode configurations, observe the following guidelines:

- Observe the general DIMM slot population guidelines.
- Each channel must have a valid online spare configuration.
- Each channel can have a different valid online spare configuration.
- Each populated channel must have a spare rank. A single dual-rank DIMM is not a valid configuration.

Population order

For memory configurations with a single processor or multiple processors, DIMMs must be populated sequentially in alphabetical order (A through L).

After installing the DIMMs, use the BIOS/Platform Configuration (RBSU) menu in the UEFI System Utilities to configure supported AMP modes.

Mirrored Memory population guidelines

For Mirrored Memory mode configurations, observe the following guidelines:

- Observe the general DIMM slot population guidelines.
- Install DIMMs in either channel 1 and channel 2, or channel 3 and channel 4. Installed DIMMs must be identical in terms of size and organization.
- In multi-processor configurations, each processor must have a valid Mirrored Memory configuration.

Identifying the processor type

The processor type installed in the server is briefly displayed during POST. To view this information and additional processor specifications, do the following:

Procedure

1. Reboot the server.

The server restarts and the POST screen appears.

2. Press **F9**.

The System Utilities screen appears.

3. Select **System Information | Processor Information**.

The Processor Information screen shows detailed information about the processors installed in the server.

4. Press **Esc** until the main menu is displayed.

5. Select **Reboot the System** to exit the utility and resume the boot process.

Memory installation

CAUTION:

To avoid damage to the hard drives, memory, and other system components, the air baffle, drive blanks, and access panel must be installed when the server is powered up.

CAUTION:

DIMMs are keyed for proper alignment. Align notches in the DIMM with the corresponding notches in the DIMM slot before inserting the DIMM. Do not force the DIMM into the slot. When installed properly, not all DIMMs will face in the same direction.

CAUTION:

Electrostatic discharge can damage electronic components. Be sure you are properly grounded before beginning this procedure.

**CAUTION:**

Failure to properly handle DIMMs can cause damage to DIMM components and the system board connector.

Before installing memory on the server:

- Verify that the memory is supported on the server. For more information, see the product QuickSpecs on the Hewlett Packard Enterprise website.
- Review the "DIMM handling guidelines."
- Review the "General DIMM and NVDIMM-N population guidelines."
- If installing NVDIMM-Ns:
 - Verify that only Intel Xeon E5-2600 v4 processors are installed on the server.
 - Verify that the HPE Smart Storage Battery is installed on the server.
 - Verify that one regular RDIMM is installed on the server. The system cannot have only NVDIMM-Ns installed.
 - Update the system ROM to the supported single point system ROM release. For more information, see the Hewlett Packard Enterprise website.
 - Review additional server requirements in the HPE 8GB NVDIMM User Guide on the Hewlett Packard Enterprise Information Library
- When installing DIMMs in the server, use the procedure according to the DIMM types being installed:
 - Installing a DIMM.
 - Installing an NVDIMM.

DIMM handling guidelines

**CAUTION:**

Failure to properly handle DIMMs can cause damage to DIMM components and the system board connector.

When handling a DIMM, observe the following guidelines:

- Avoid electrostatic discharge.
- Always hold DIMMs by the side edges only.
- Avoid touching the connectors on the bottom of the DIMM.
- Never wrap your fingers around a DIMM.
- Avoid touching the components on the sides of the DIMM.
- Never bend or flex the DIMM.

When installing a DIMM, observe the following guidelines:

- Before seating the DIMM, open the DIMM slot and align the DIMM with the slot.
- To align and seat the DIMM, use two fingers to hold the DIMM along the side edges.
- To seat the DIMM, use two fingers to apply gentle pressure along the top of the DIMM.

For more information, see the [Hewlett Packard Enterprise website](#).

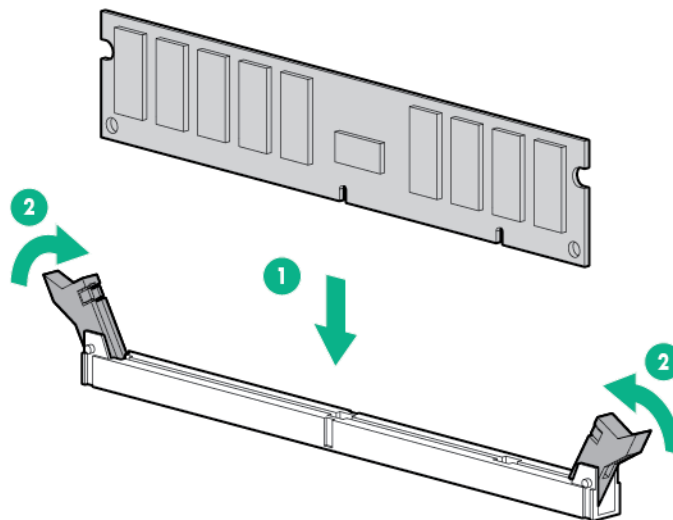
Installing a DIMM

The server supports up to 24 DIMMs.

To install a DIMM:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. Open the DIMM slot latches.
7. Install the DIMM.



8. **Install the air baffle.**

9. **Install the access panel.**
10. **Install the server into the rack.**
11. Connect each power cord to the server.
12. Connect each power cord to the power source.
13. **Power up the server.**

Use the BIOS/Platform Configuration (RBSU) in the UEFI System Utilities to configure the memory mode.

For more information about LEDs and troubleshooting failed DIMMs, see "**Systems Insight Display LED combinations.**"

Installing an NVDIMM

CAUTION:

To avoid damage to the hard drives, memory, and other system components, the air baffle, drive blanks, and access panel must be installed when the server is powered up.

CAUTION:

To avoid damage to the hard drives, memory, and other system components, be sure to install the correct DIMM baffles for your server model.

CAUTION:

DIMMs are keyed for proper alignment. Align notches in the DIMM with the corresponding notches in the DIMM slot before inserting the DIMM. Do not force the DIMM into the slot. When installed properly, not all DIMMs will face in the same direction.

CAUTION:

Electrostatic discharge can damage electronic components. Be sure you are properly grounded before beginning this procedure.

CAUTION:

Failure to properly handle DIMMs can damage the DIMM components and the system board connector. For more information, see the DIMM handling guidelines in the troubleshooting guide for your product on the Hewlett Packard Enterprise website (<http://www.hpe.com/info/enterprise-docs>).

CAUTION:

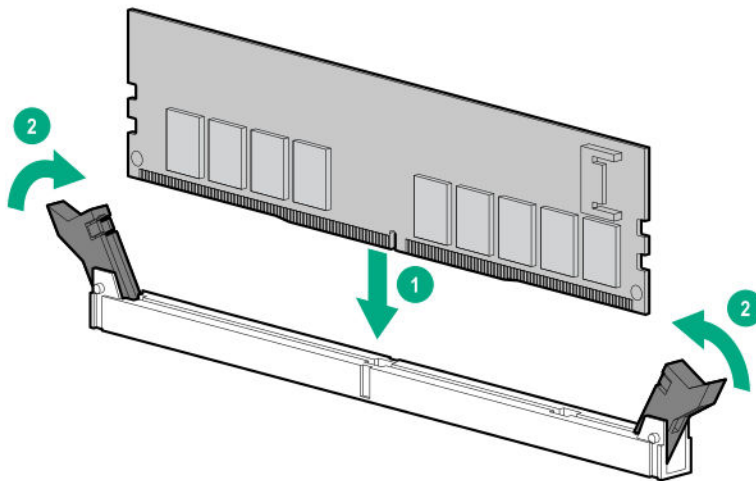
Unlike traditional storage devices, NVDIMMs are fully integrated in with the ProLiant server. Data loss can occur when system components, such as the processor or HPE Smart Storage Battery, fails. HPE Smart Storage battery is a critical component required to perform the backup functionality of NVDIMMs. It is important to act when HPE Smart Storage Battery related failures occur. Always follow best practices for ensuring data protection.

Prerequisites

Before installing an NVDIMM, be sure the server meets the server requirements for NVDIMM support.

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - a. **Extend the server from the rack.**
 - b. **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. Locate any NVDIMMs already installed in the server.
7. Verify that all LEDs on any installed NVDIMMs are off.
8. Install the NVDIMM.



9. If it is not already installed, **install the Smart Storage battery.**
10. **Install the access panel.**
11. Slide or install the server into the rack.
12. Connect each power cord to the server.
13. **Power up the server.**
14. If required, sanitize the NVDIMM-Ns. For more information, see **NVDIMM sanitization** on page 83.

NVDIMM sanitization

Media sanitization is defined by NIST SP800-88 *Guidelines for Media Sanitization* (Rev 1, Dec 2014) as "a general term referring to the actions taken to render data written on media unrecoverable by both ordinary and extraordinary means."

The specification defines the following levels:

- Clear: Overwrite user-addressable storage space using standard write commands; might not sanitize data in areas not currently user-addressable (such as bad blocks and overprovisioned areas)
- Purge: Overwrite or erase all storage space that might have been used to store data using dedicated device sanitize commands, such that data retrieval is "infeasible using state-of-the-art laboratory techniques"
- Destroy: Ensure that data retrieval is "infeasible using state-of-the-art laboratory techniques" and render the media unable to store data (such as disintegrate, pulverize, melt, incinerate, or shred)

The NVDIMM-N Sanitize options are intended to meet the Purge level.

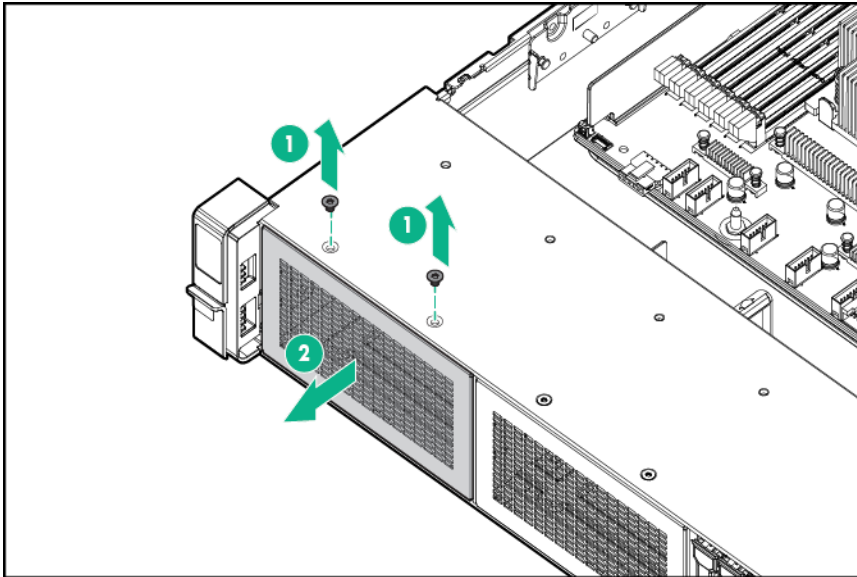
NIST SP800-88 *Guidelines for Media Sanitization* (Rev 1, Dec 2014) is available for download from the NIST website (<http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>).

Universal media bay option

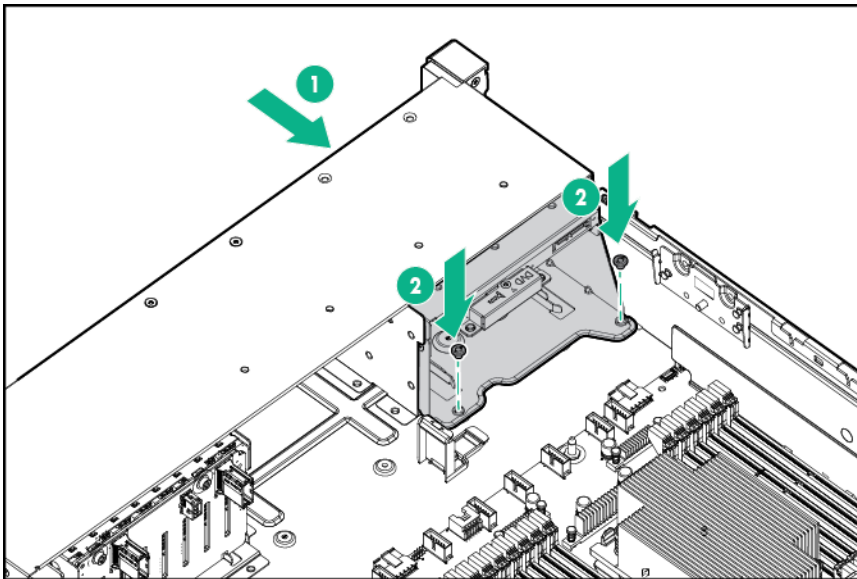
The following procedure provides the steps to install the universal media bay option, route the VGA and USB cables, and install an optional optical disk drive. The universal media bay option also accommodates the two-bay SFF front drive cage option. For information on installing this option, see "[Two-bay SFF front drive cage option](#)."

Procedure

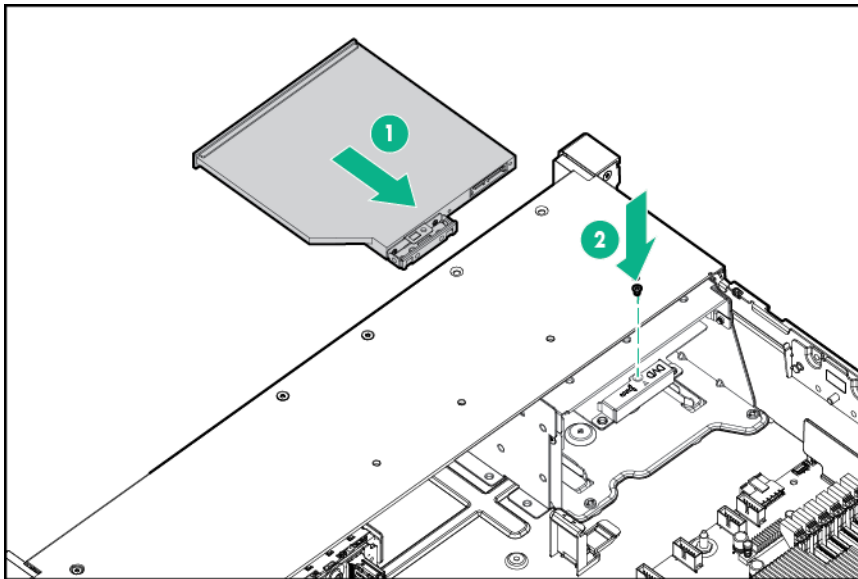
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. **Remove the fan cage.**
7. Remove the bay blank.



8. Route the USB/VGA cables through the opening, and then install the universal media bay.

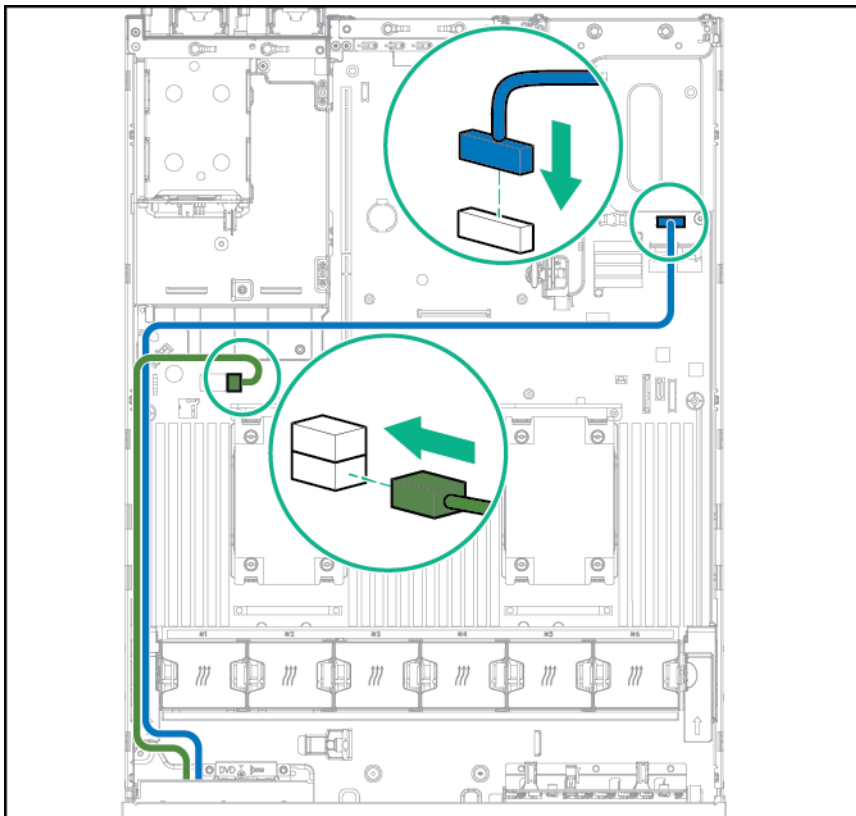


9. Install the optional optical disk drive (optional).

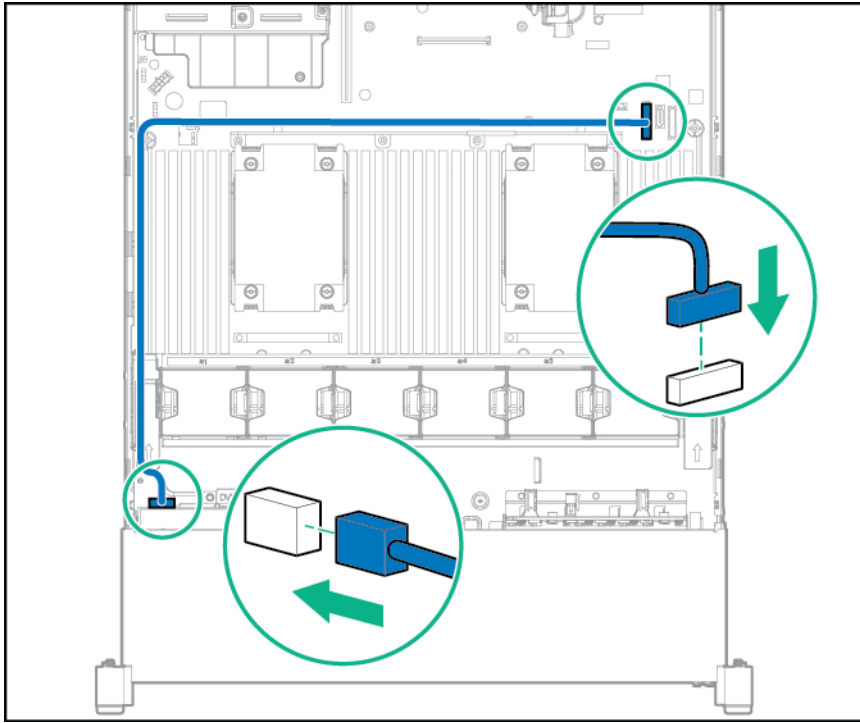


10. Connect the cables:

- Connect the VGA cable to the optional VGA connector. Connect the USB cable to the front dual internal USB 3.0 connector.



- Connect the SATA optical drive cable to the front optical disk drive connector (optional).



11. Install the fan cage.
12. **Install the air baffle.**
13. **Install the access panel.**
14. Slide the server into the rack.
15. Connect each power cord to the server.
16. Connect each power cord to the power source.
17. **Power up the server.**

2-slot PCI riser cage option

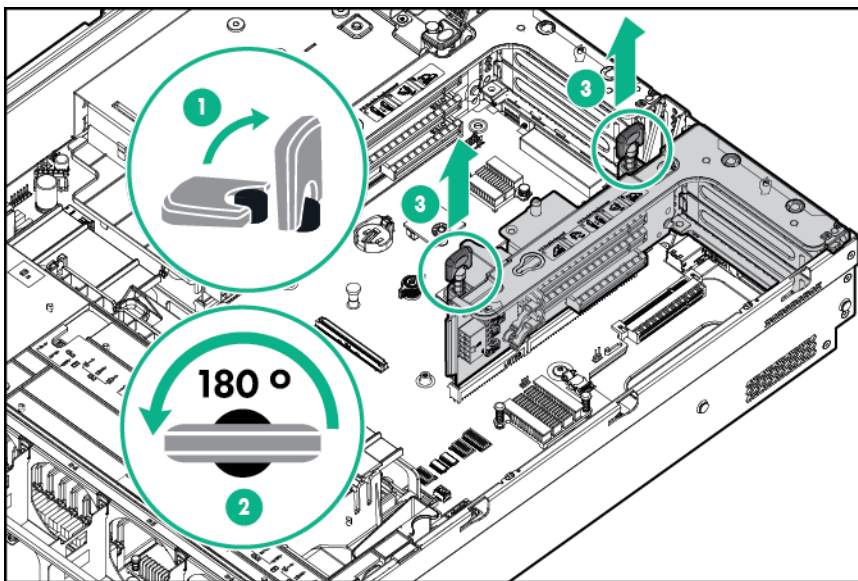
⚠ WARNING:
To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.

⚠ CAUTION:
To prevent improper cooling and thermal damage, do not operate the server unless all PCI slots have either an expansion slot cover or an expansion board installed.

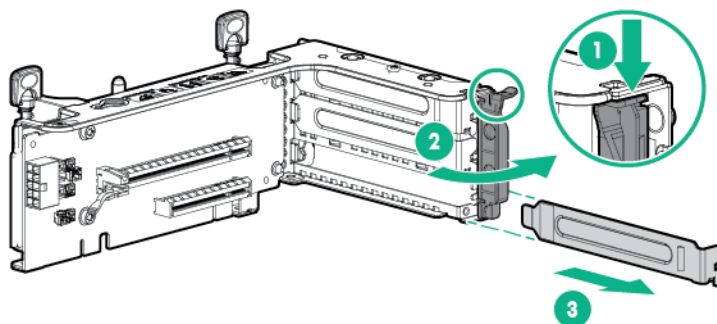
To install the component:

Procedure

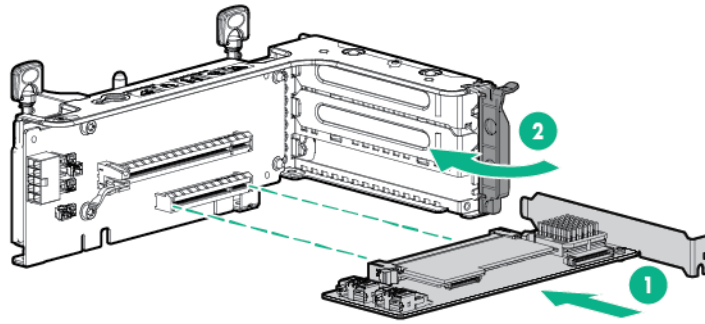
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. Remove the standard PCI riser from the primary slot.



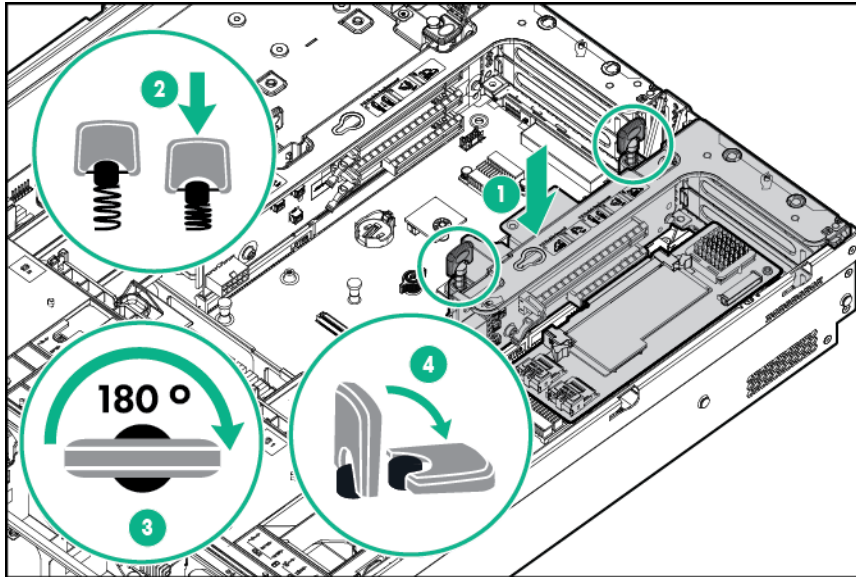
6. Remove the blank from the optional 2-slot PCI riser cage.



7. Install an optional expansion board into the PCI riser cage.



8. Install the optional 2-slot PCI riser cage.



9. Connect any required internal or external cables to the expansion board. See the documentation that ships with the expansion board.
10. **Install the access panel.**
11. Slide the server into the rack.
12. Connect each power cord to the server.
13. Connect each power cord to the power source.
14. **Power up the server.**

3-slot PCI riser cage option



WARNING:

To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.

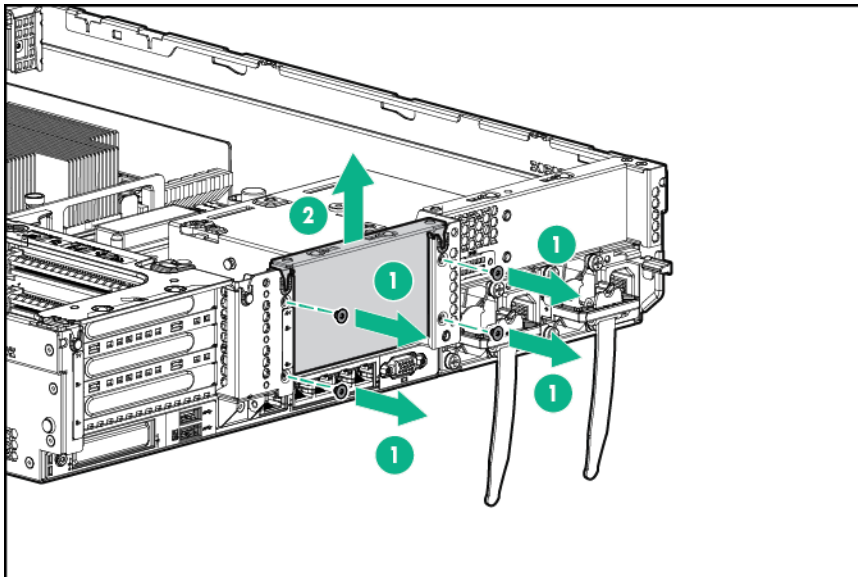
**CAUTION:**

To prevent improper cooling and thermal damage, do not operate the server unless all PCI slots have either an expansion slot cover or an expansion board installed.

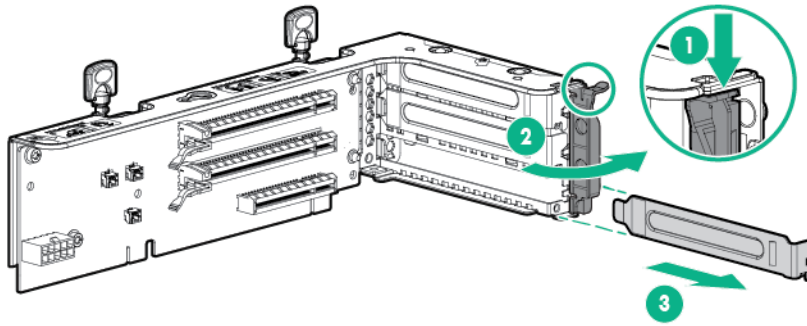
To install the component:

Procedure

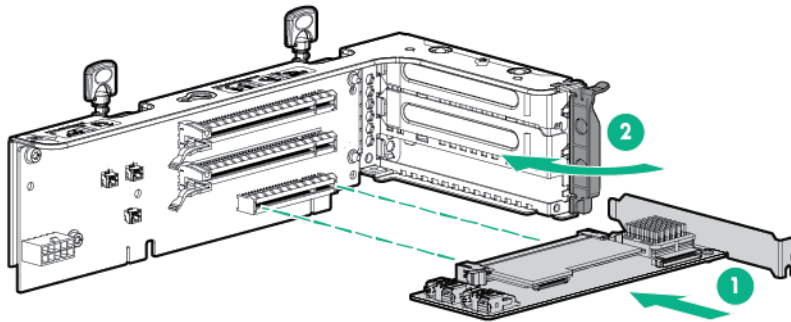
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack .**
4. **Remove the access panel.**
5. Remove the secondary PCI riser blank. Some models might require removing only two screws.



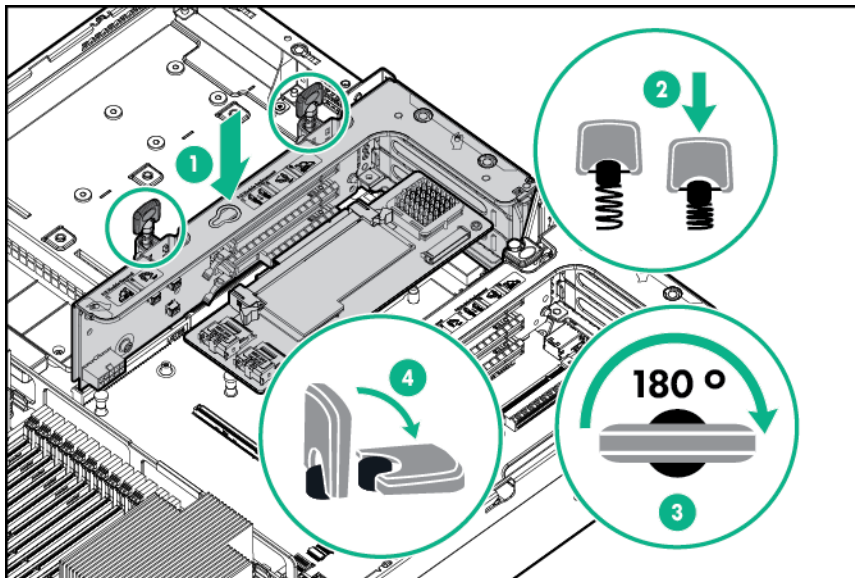
6. Remove the blank from the optional 3-slot PCI riser cage.



7. Install an expansion board into the PCI riser cage.



8. Install the optional 3-slot PCI riser cage.



9. **Install the access panel.**
10. Slide the server into the rack.
11. Connect each power cord to the server.
12. Connect each power cord to the power source.
13. **Power up the server.**

GPU enablement kit



WARNING:

To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.



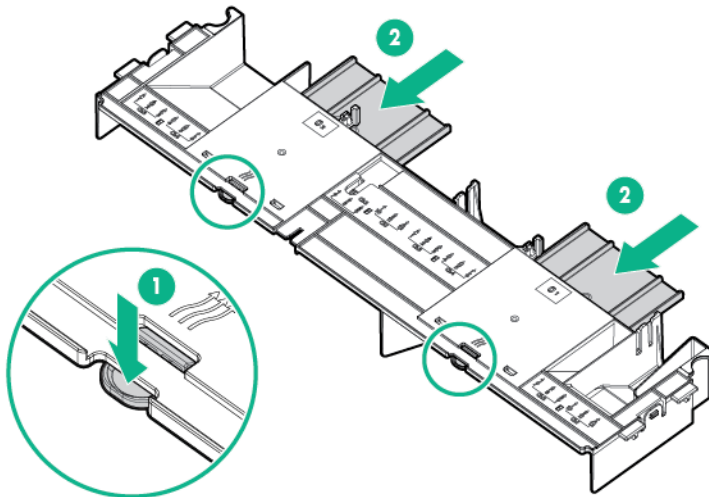
CAUTION:

To prevent improper cooling and thermal damage, do not operate the server unless all PCI slots have either an expansion slot cover or an expansion board installed.

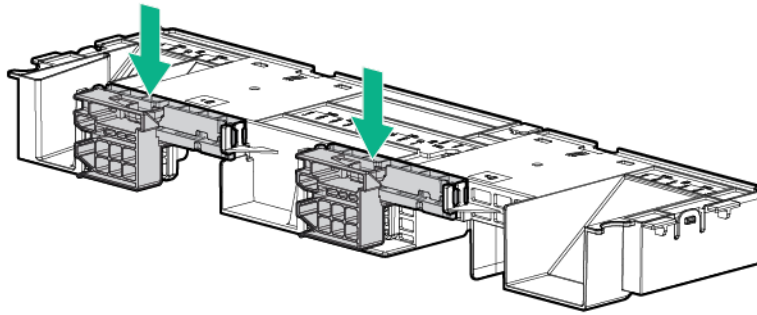
To install the component:

Procedure

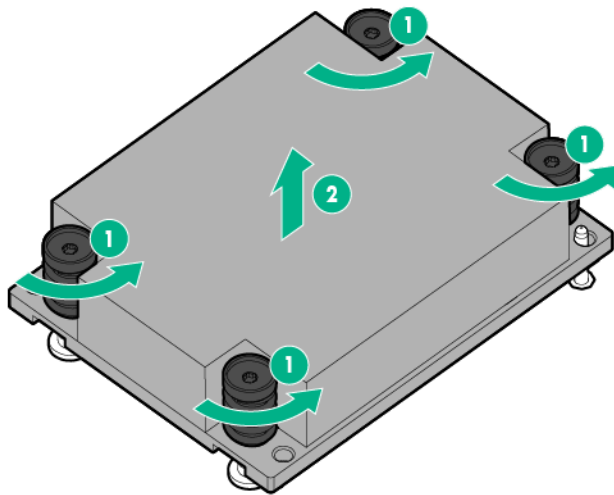
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. Remove the standard efficiency air diverters from the air baffle.



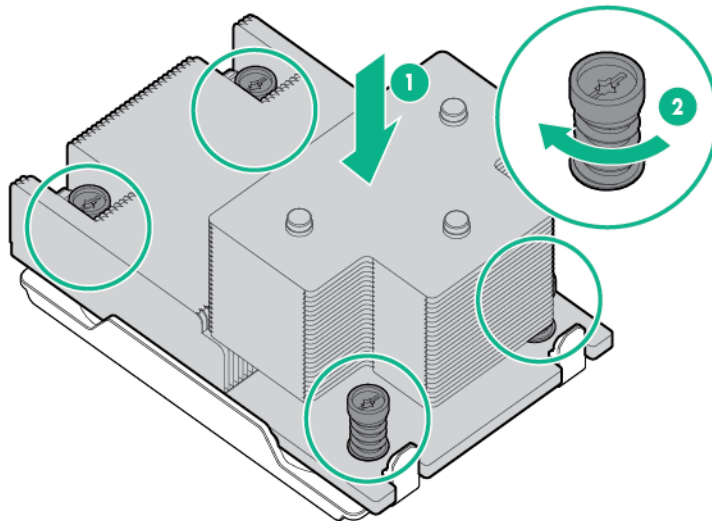
7. Install the GPU retention clips onto the air baffle.



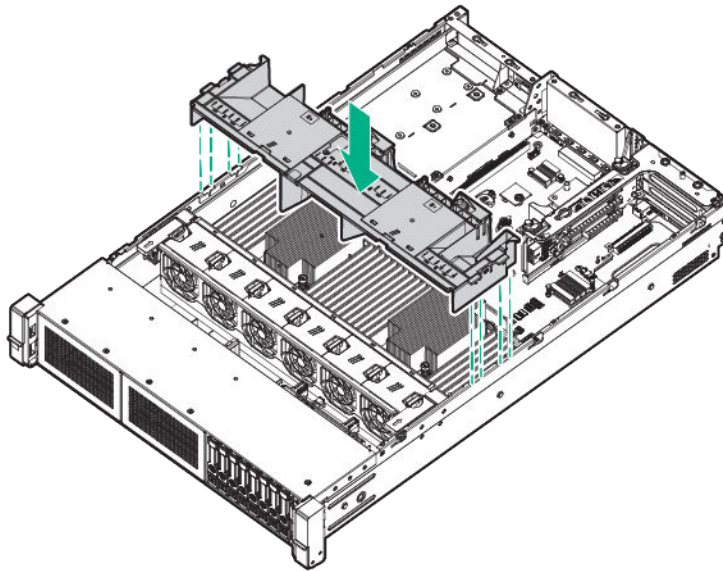
8. Remove the standard heatsinks.



9. Install the high-performance heatsinks.



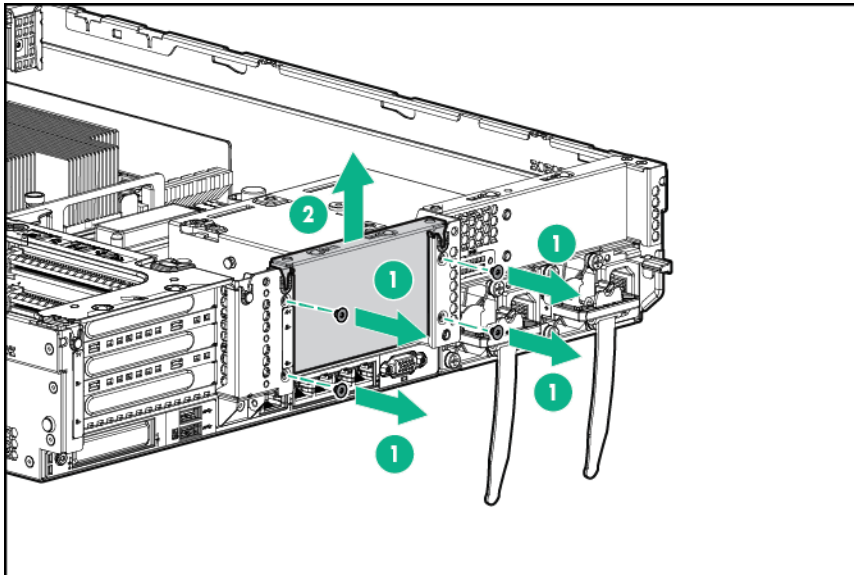
10. Install the air baffle.



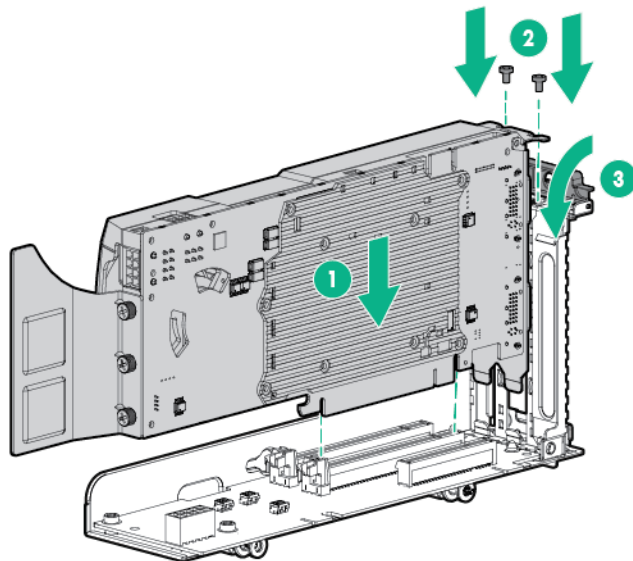
IMPORTANT:

This server supports GPU riser cages in both the primary and secondary riser locations. This document shows installation into the secondary riser location.

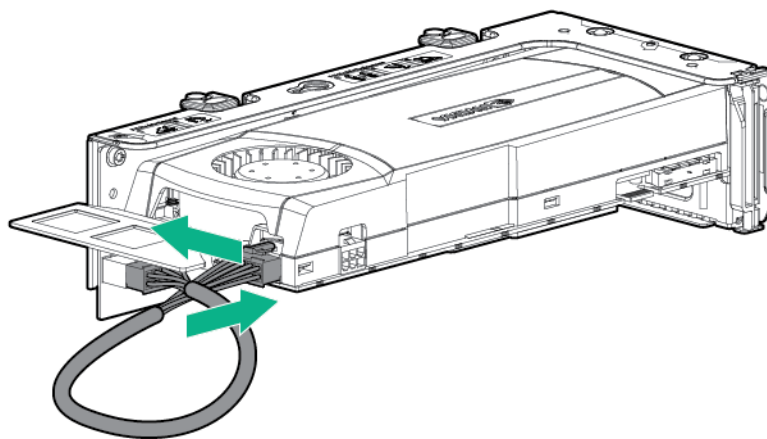
11. Remove the secondary PCI riser blank. Some models might require removing more than two screws.



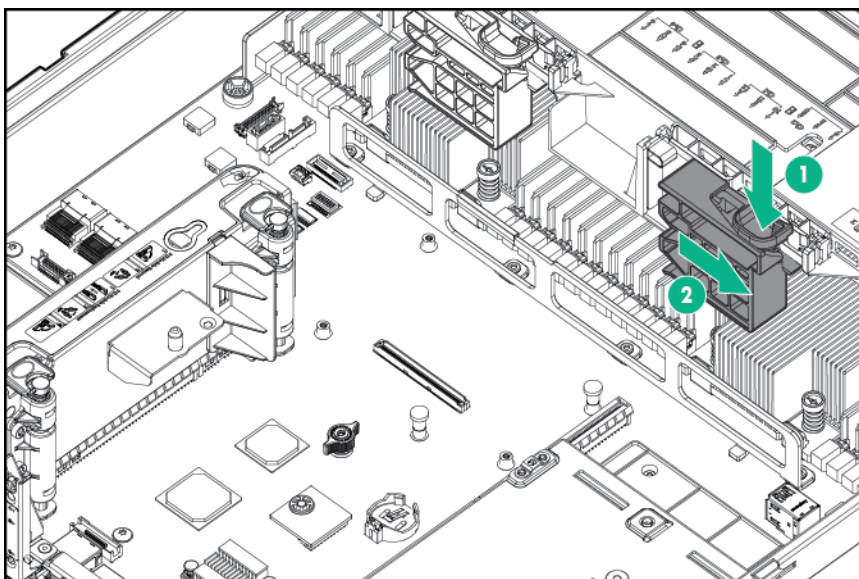
12. Install a GPU into the optional GPU-enabled riser cage.



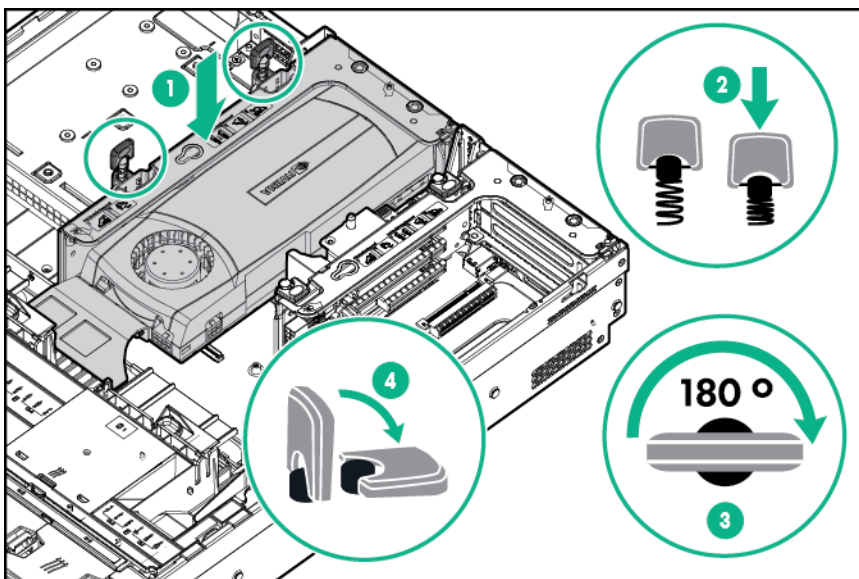
13. Connect the power cable.



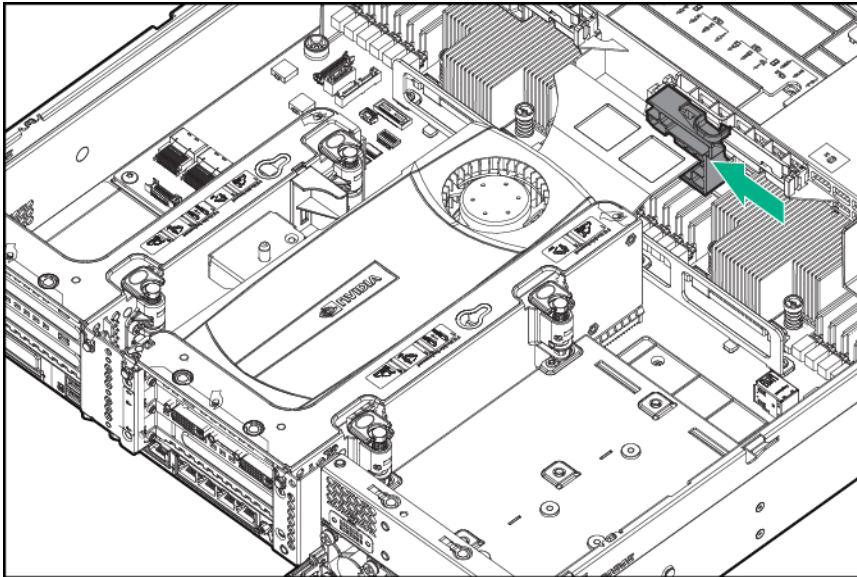
14. Press down on the top of the retention clips and slide them to the unlocked position.



15. Install the GPU-enabled riser cage option.



16. Slide the retention clips to the locked position.



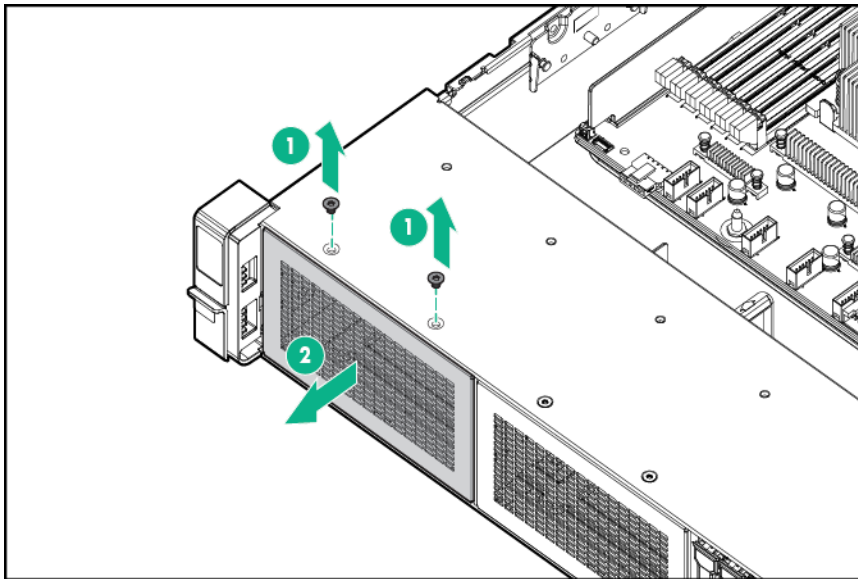
17. **Install the access panel.**
18. Slide the server into the rack.
19. Connect each power cord to the server.
20. Connect each power cord to the power source.
21. **Power up the server.**

Eight-bay SFF front drive cage option for bay 1

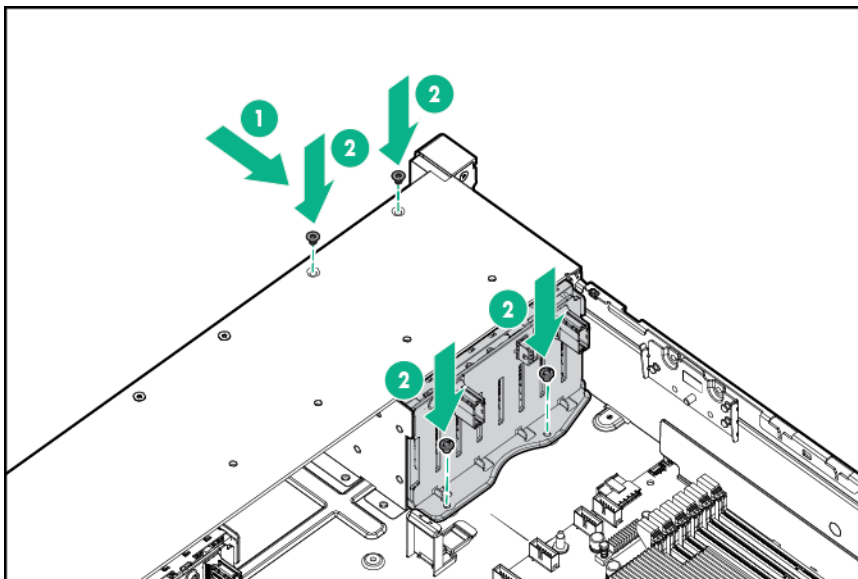
To install the component:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the fan cage.**
6. Remove the bay blank.

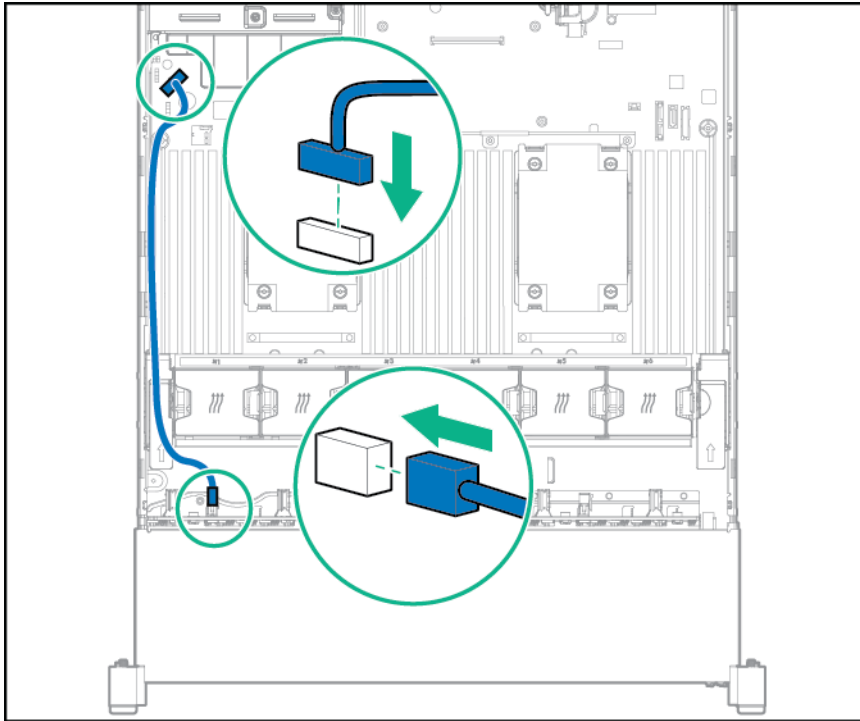


7. Install the 8SFF front drive cage option.

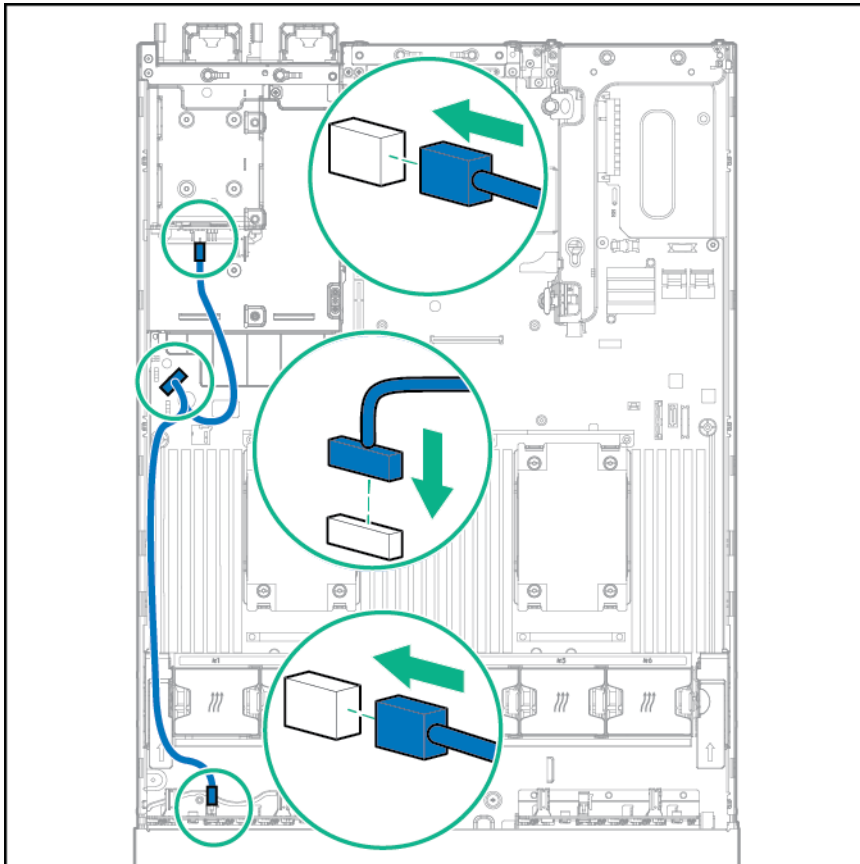


8. If installing drives, connect the power cable:

- Single cable connection

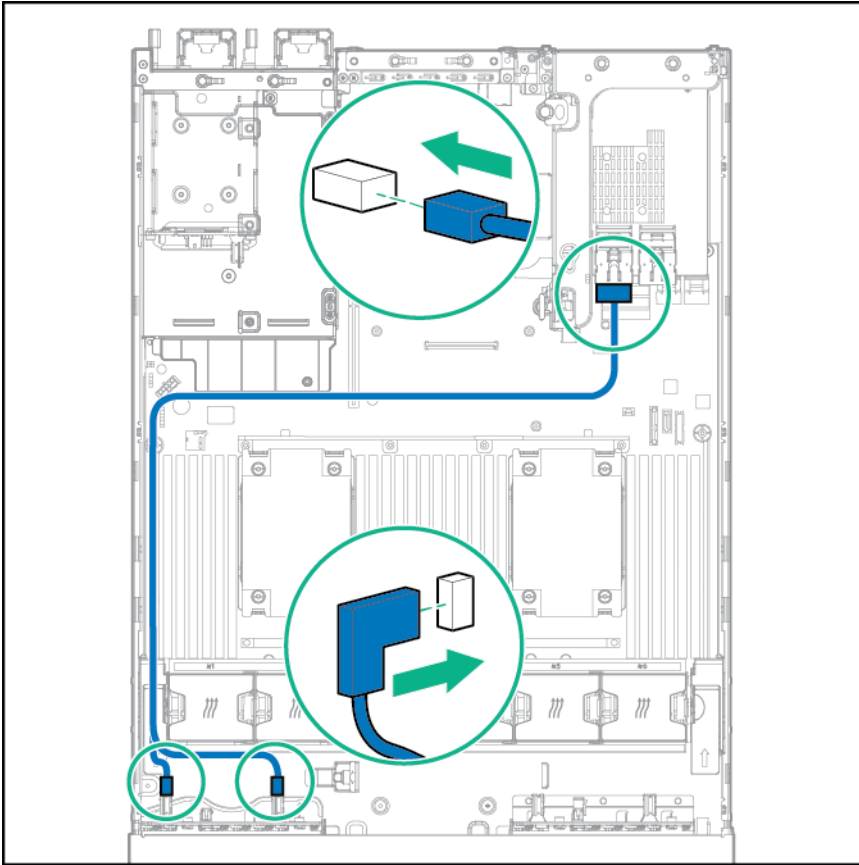


- Y cable connection if the 2SFF option is installed in the rear bay

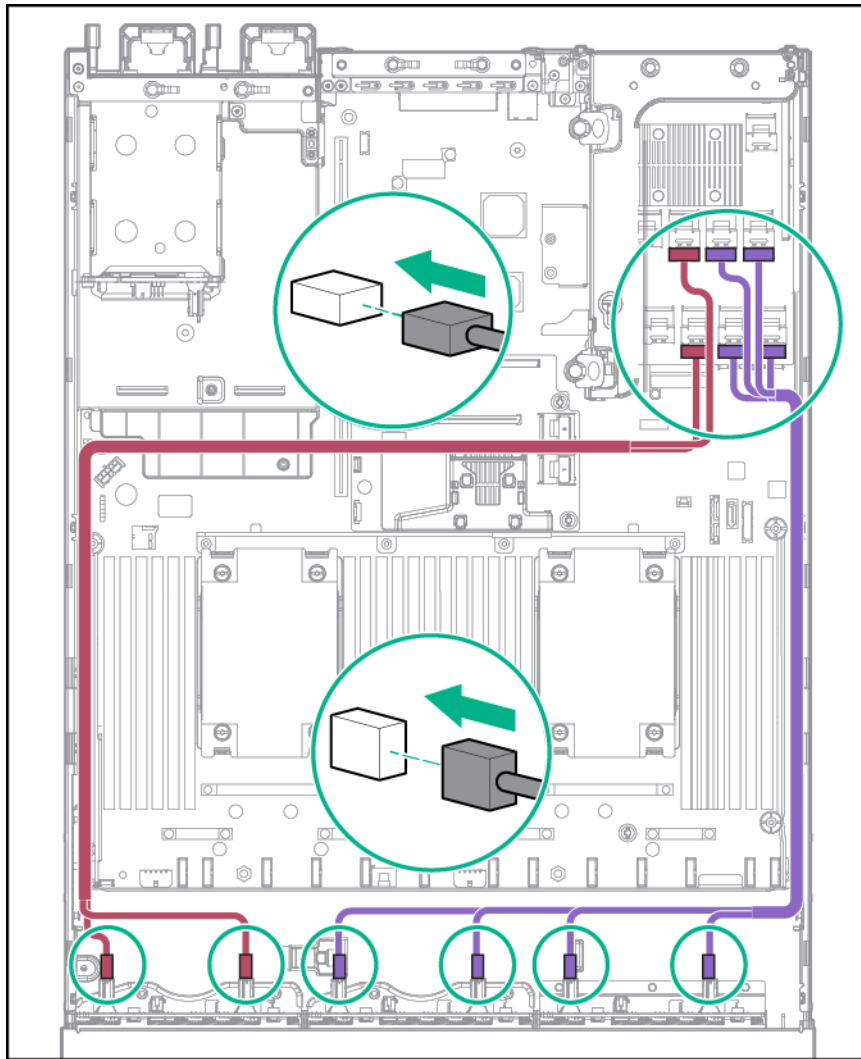


9. Connect the data cable in one of the following configurations:

- Connected to a PCI expansion board



- Connected to an HPE 12G SAS Expander Card



10. Install the fan cage.
11. **Install the access panel.**
12. Slide the server into the rack.
13. Connect each power cord to the server.
14. Connect each power cord to the power source.
15. **Power up the server.**

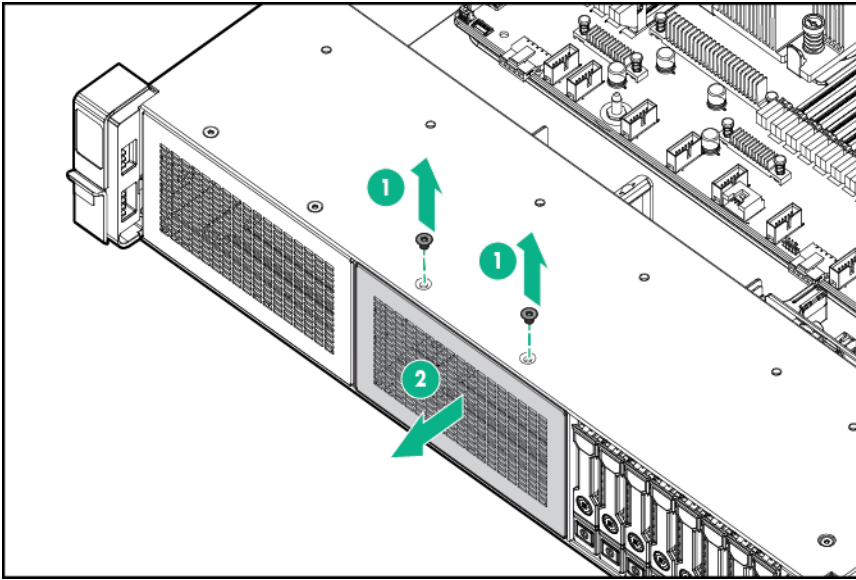
Eight-bay SFF front drive cage option for bay 2

To install the component:

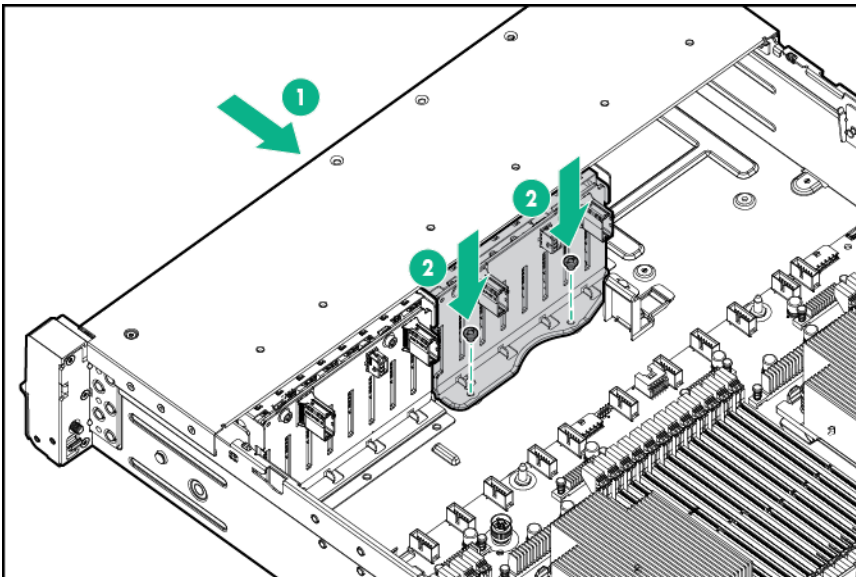
Procedure

1. **Power down the server.**
2. Remove all power:

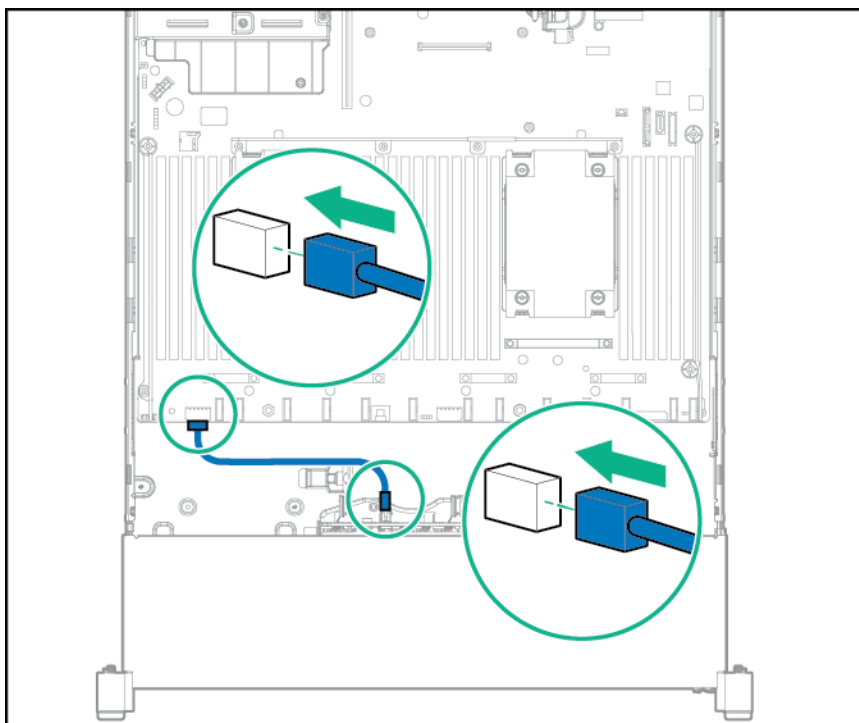
- a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the fan cage.**
6. Remove the bay blank.



7. Install the 8SFF front drive cage option.

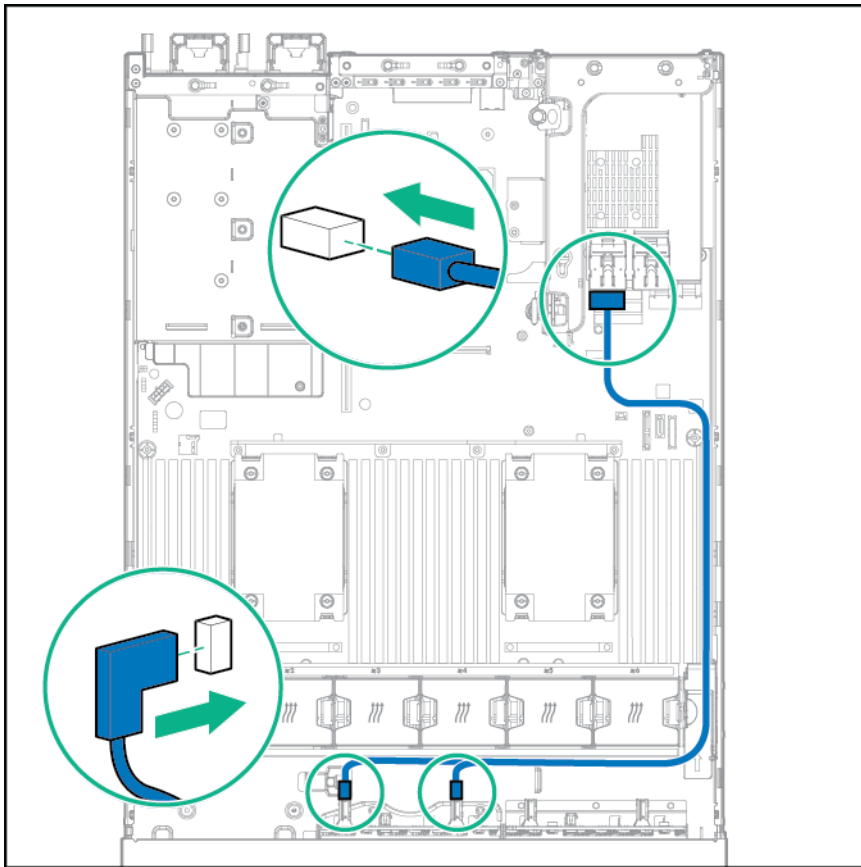


8. If installing drives, connect the power cable.

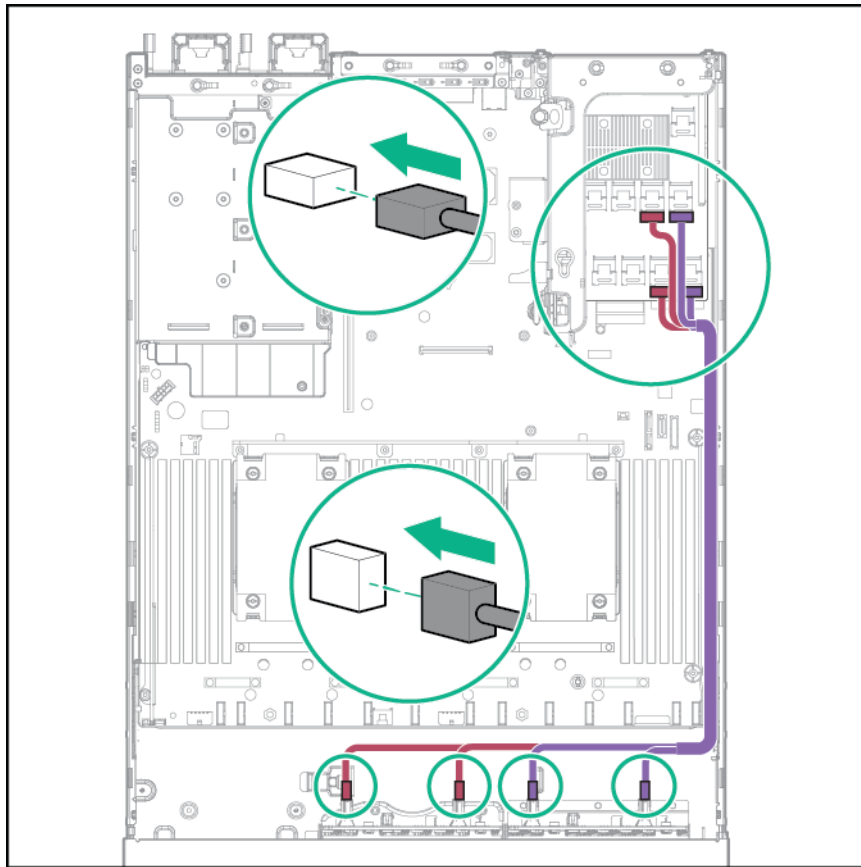


9. Connect the data cable in one of the following configurations:

- Connected to a PCI expansion board



- Connected to an HPE 12G SAS Expander Card



10. Install the fan cage.
11. **Install the access panel.**
12. Slide the server into the rack.
13. Connect each power cord to the server.
14. Connect each power cord to the power source.
15. **Power up the server.**

Three-bay LFF rear drive cage option

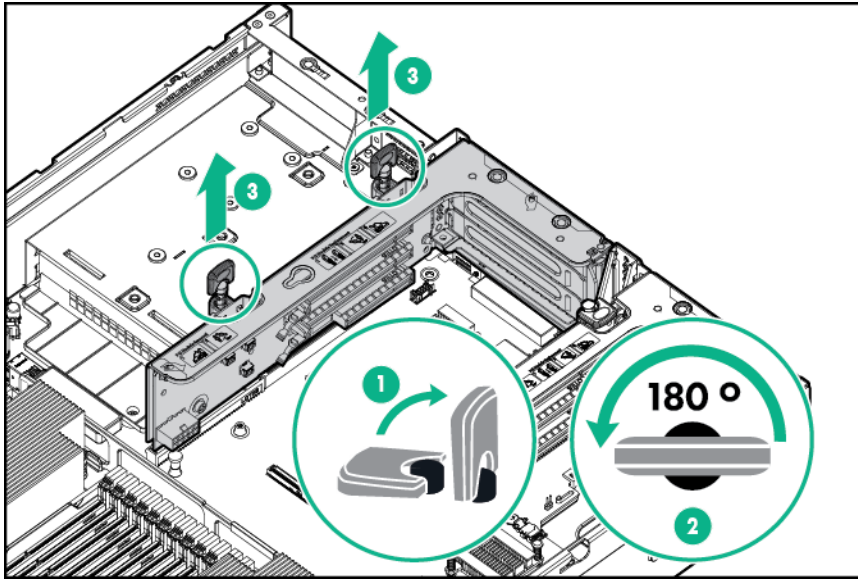
Before installing this option the front bays must be fully populated with 12 LFF drives. High performance fans must be installed in all fan bays.

To install the component:

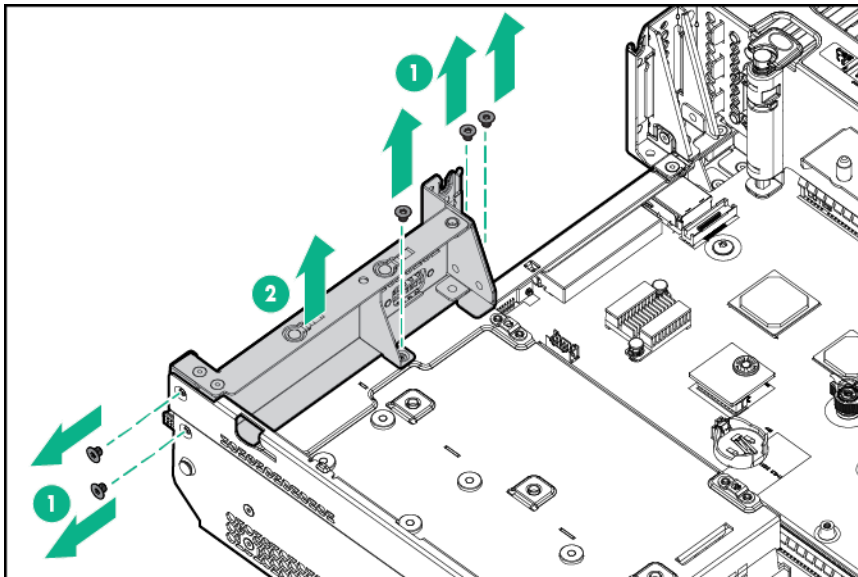
Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.

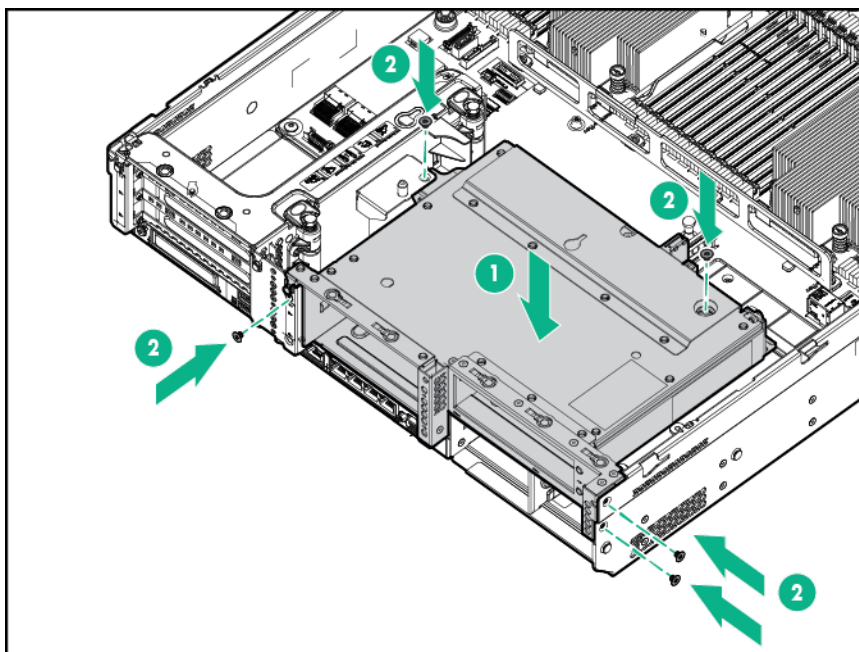
3. Do one of the following:
 - Extend the server from the rack.
 - Remove the server from the rack.
4. Remove the access panel.
5. If installed, remove the secondary riser board. The secondary riser board is not supported with a three-bay LFF rear configuration.



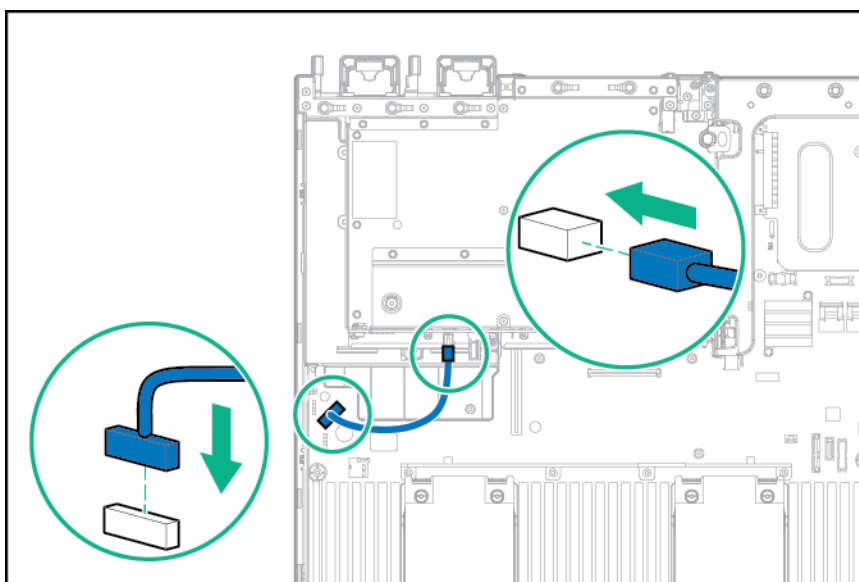
6. Remove the rear wall blank.



7. Install the three-bay LFF rear drive cage option.

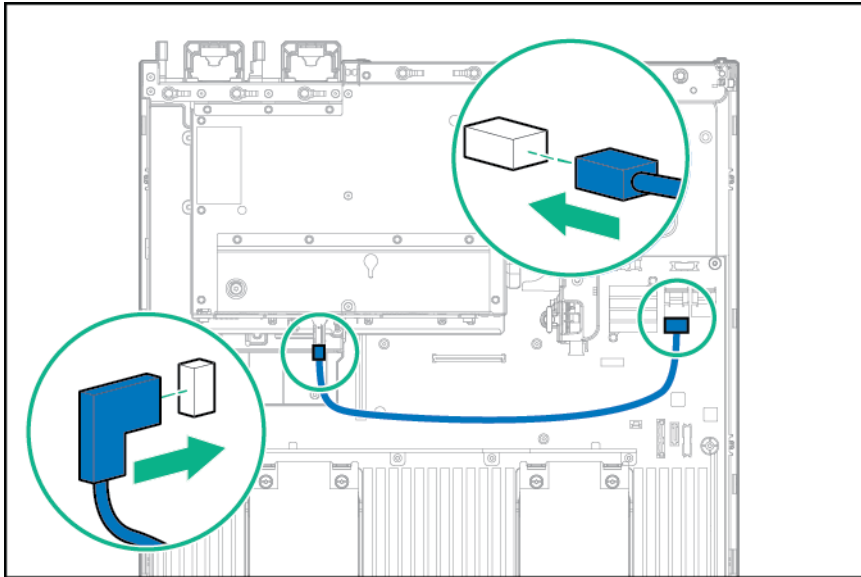


8. Install blanks or drives.
9. If installing drives, connect the power cable.

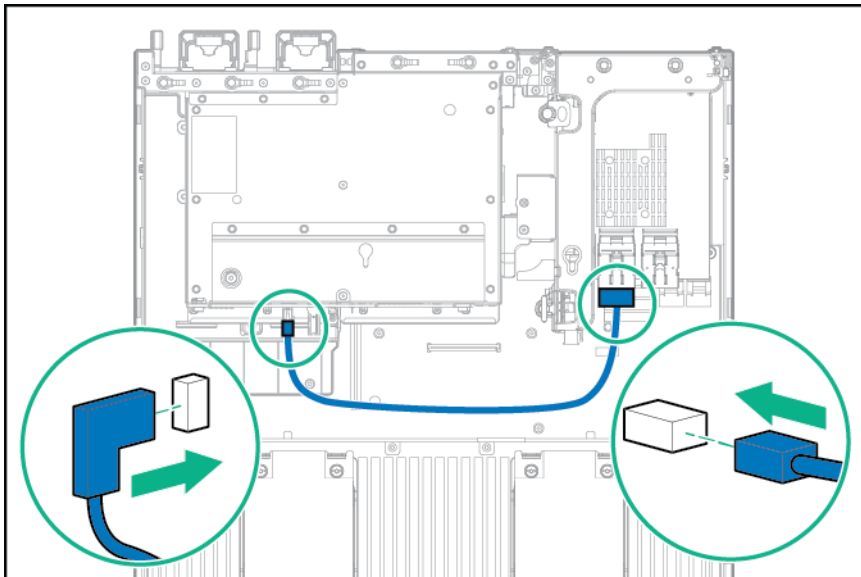


10. Connect the data cable in one of the following configurations:

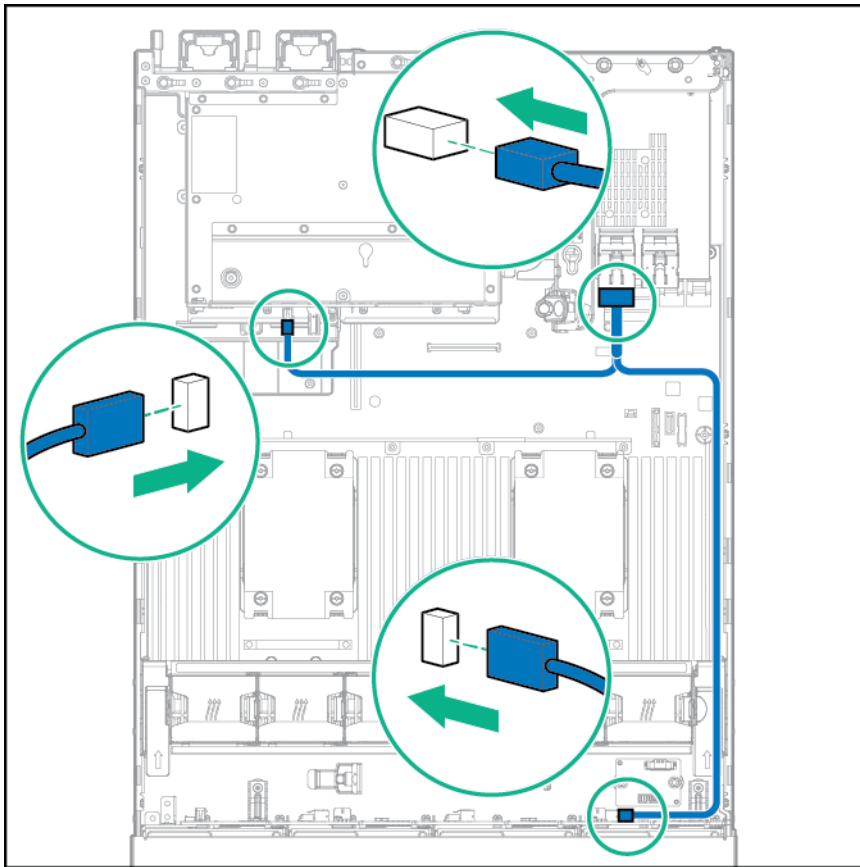
- Connected to onboard SATA connectors



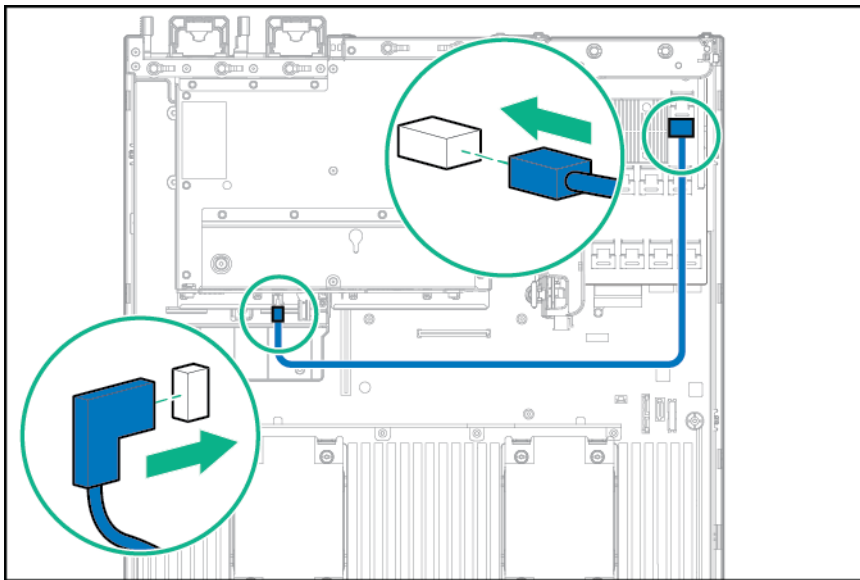
- Connected to a PCI expansion board



- Connected to a PCI expansion board and the 12 LFF backplane



- Connected to an HPE 12G SAS Expander Card



11. **Install the access panel.**
12. Slide the server into the rack.
13. Connect each power cord to the server.

14. Connect each power cord to the power source.

15. **Power up the server.**

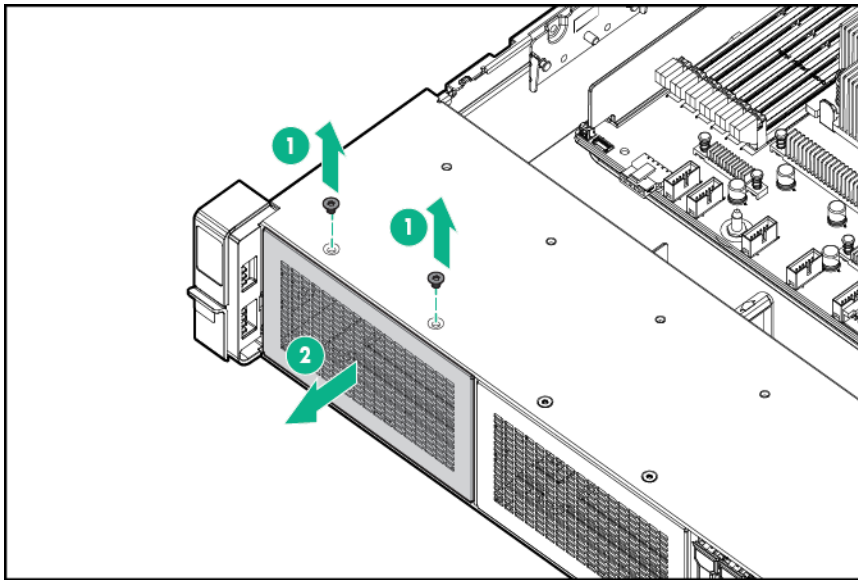
Two-bay SFF front drive cage option

The front bay installation requires a universal media bay to be installed.

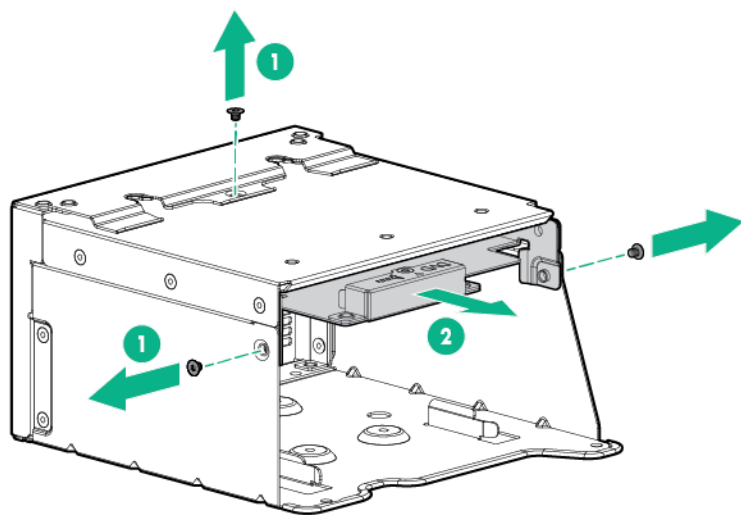
To install the component:

Procedure

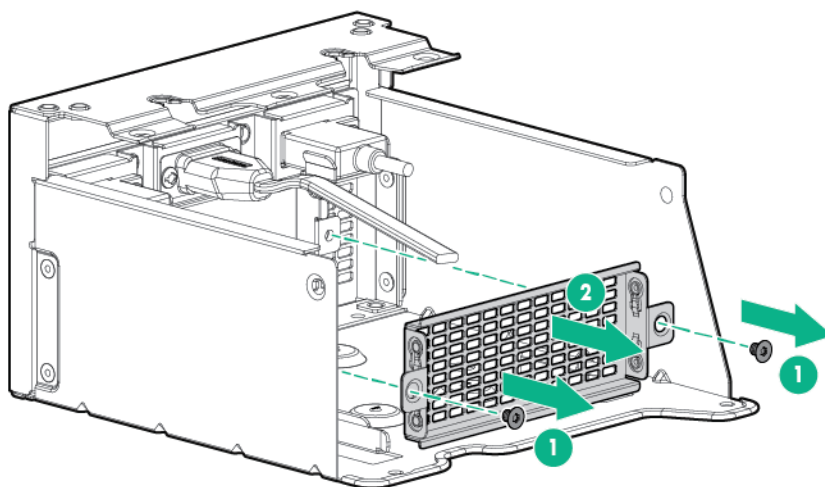
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. Remove the front bay blank.



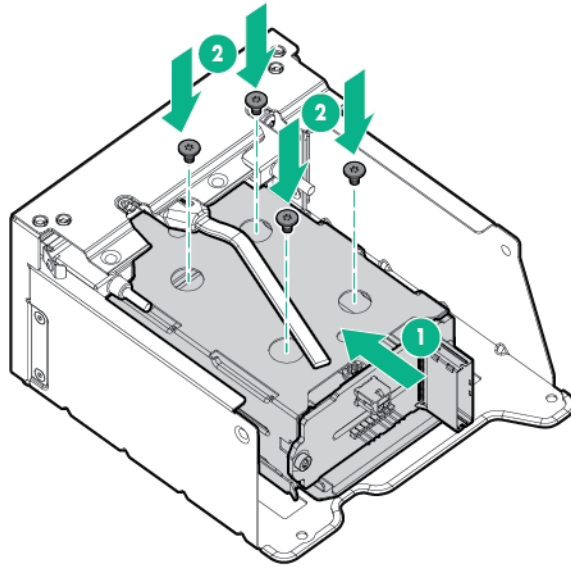
6. Remove the optical disk drive tray from the universal media bay.



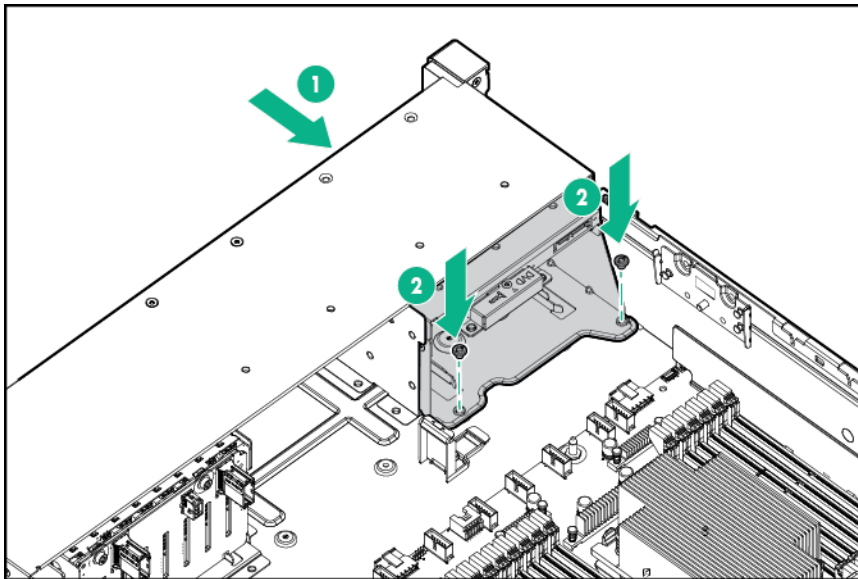
7. Remove the SFF drive blank from the universal media bay.



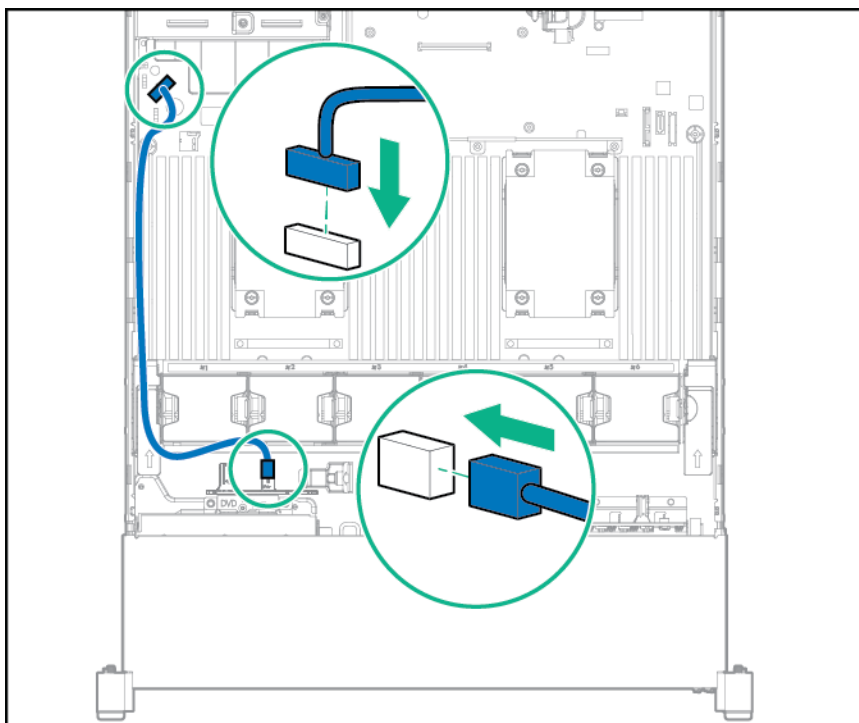
8. Install the drive cage into the universal media bay.



9. Install the universal media bay.

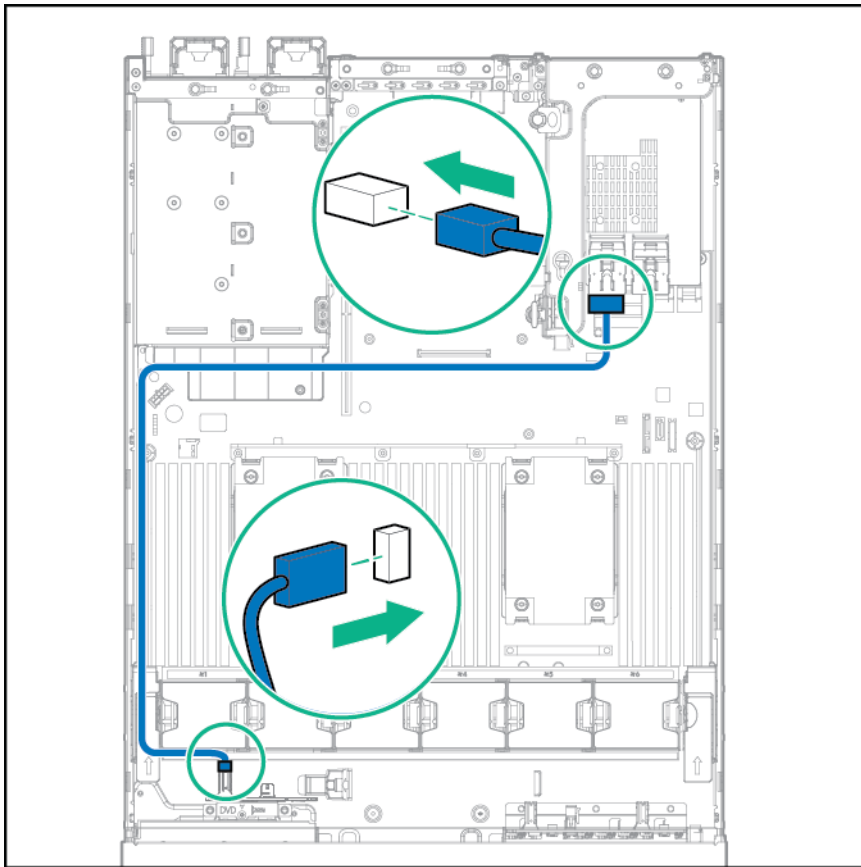


10. Connect the power cable.

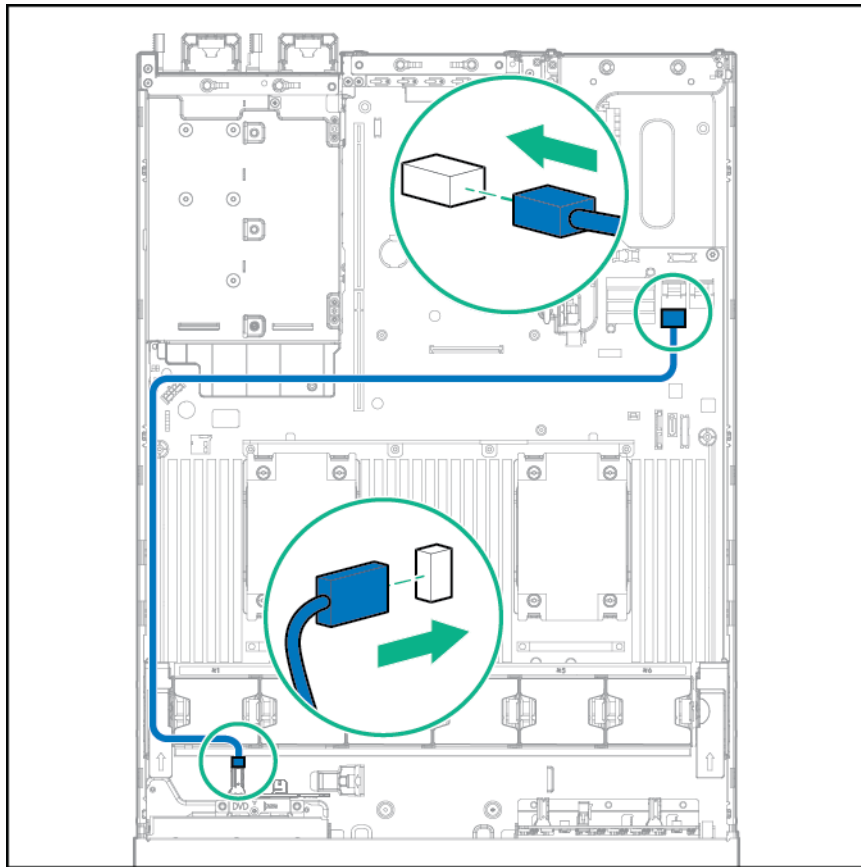


11. Connect the data cable in one of the following two configurations:

- Connected to a PCI expansion board



- Connected to the onboard x4 SATA connector



12. **Install the access panel.**
13. Slide the server into the rack.
14. Connect each power cord to the server.
15. Connect each power cord to the power source.
16. **Power up the server.**

Two-bay SFF rear drive cage option

For rear drive cage installation, the front bays must be fully populated using the 12 LFF or 24 SFF drives. High performance fans must be installed in all fan bays.

To install the component:

Procedure

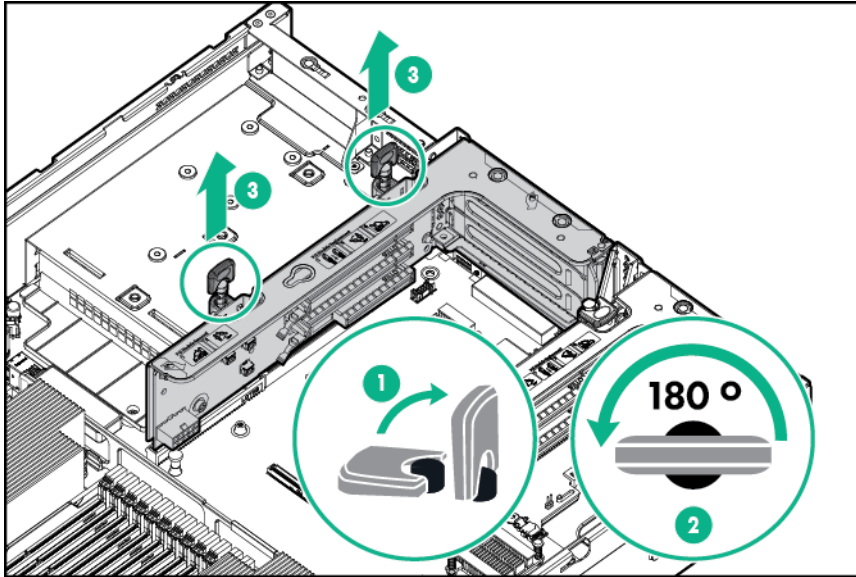
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:

- Extend the server from the rack.
- Remove the server from the rack.

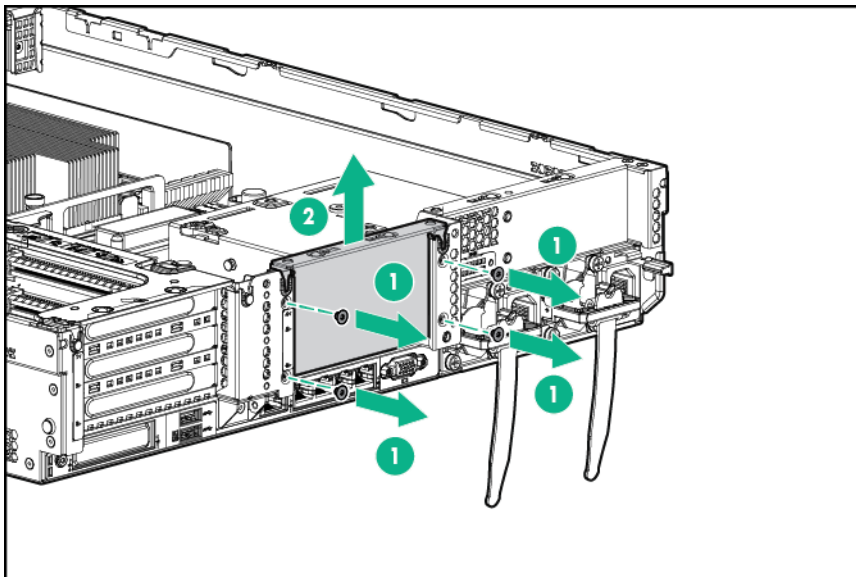
4. Remove the access panel.

5. Remove the secondary riser cage or PCI blank:

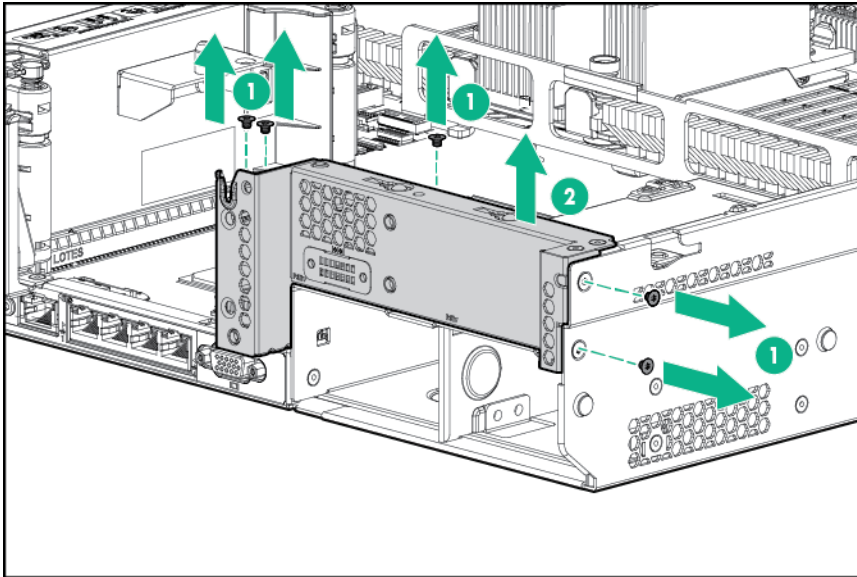
- Secondary riser cage



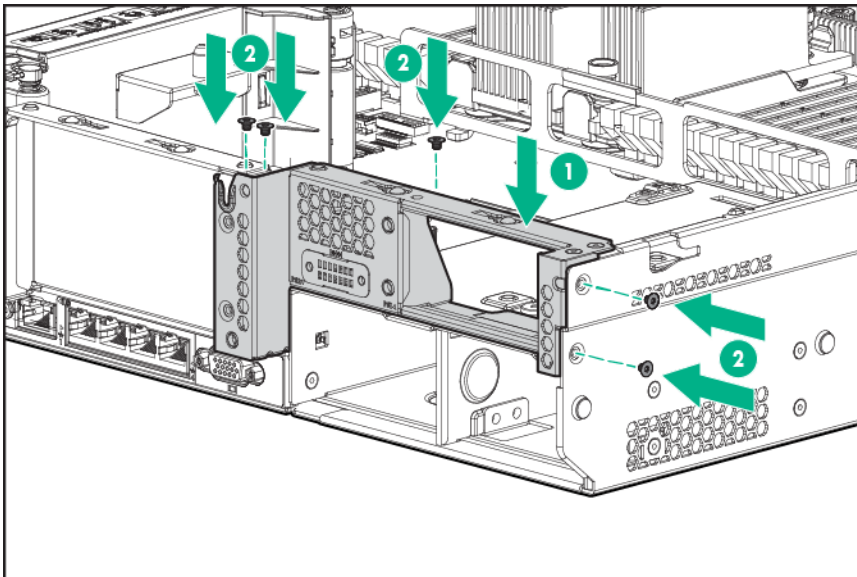
- PCI blank



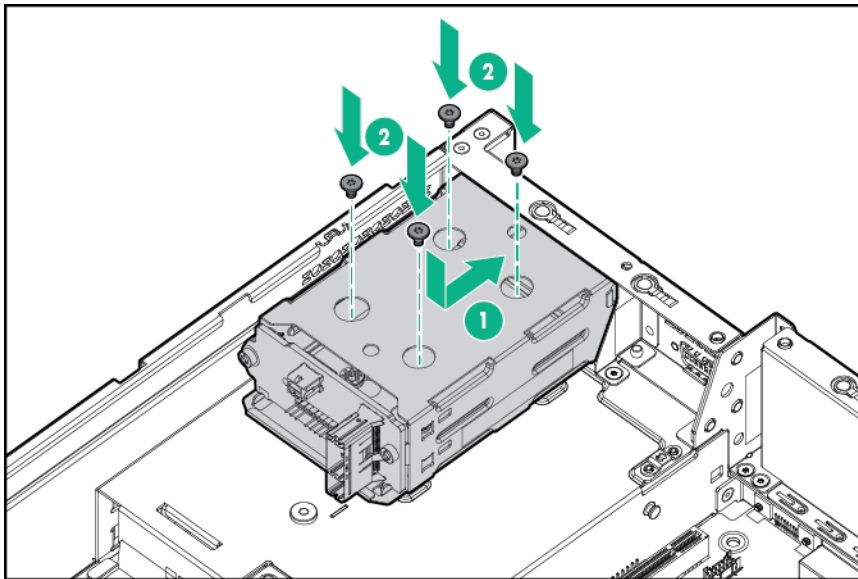
6. Remove the rear wall blank.



7. Install the drive cage compatible rear wall.

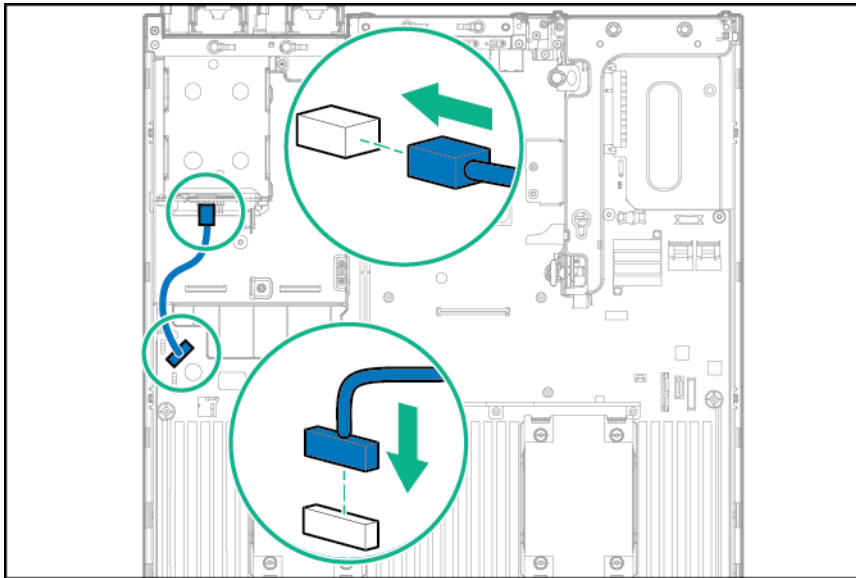


8. Install the rear two-bay SFF drive cage option.

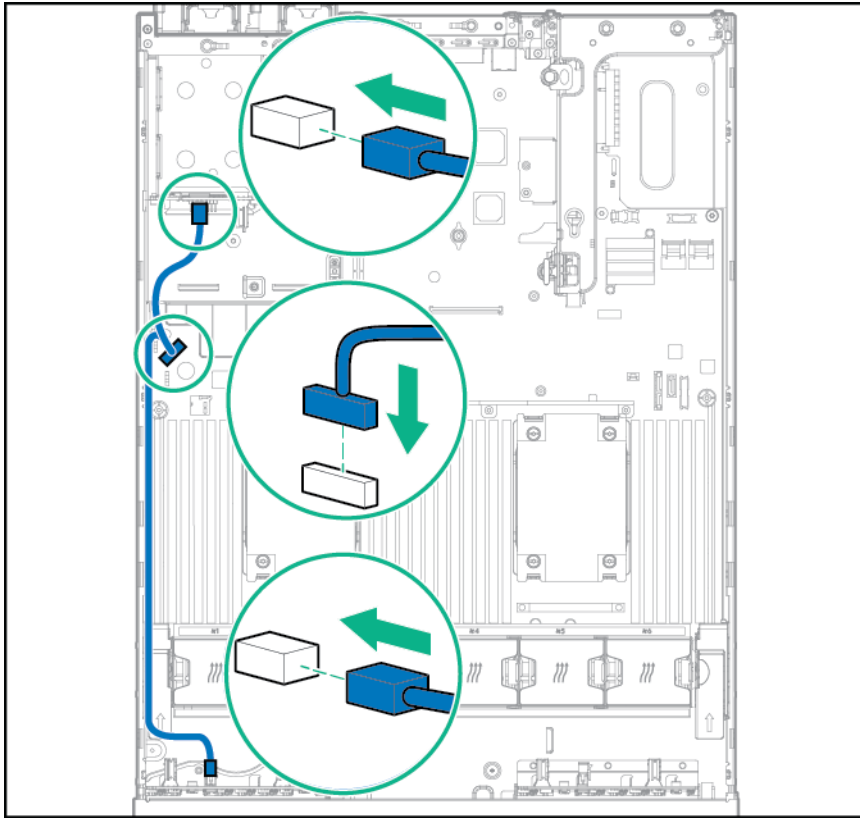


9. Install blanks or drives.
10. Install the secondary riser cage or PCI blank.
11. If installing drives, connect the power cable:

- Single cable connection with 12 LFF configuration in the front

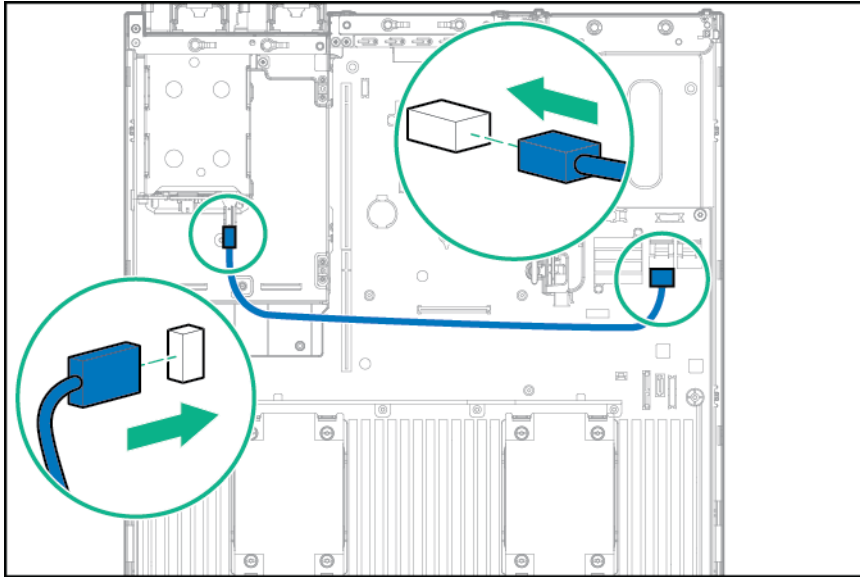


- Y cable connection with 24 SFF drive configuration in the front

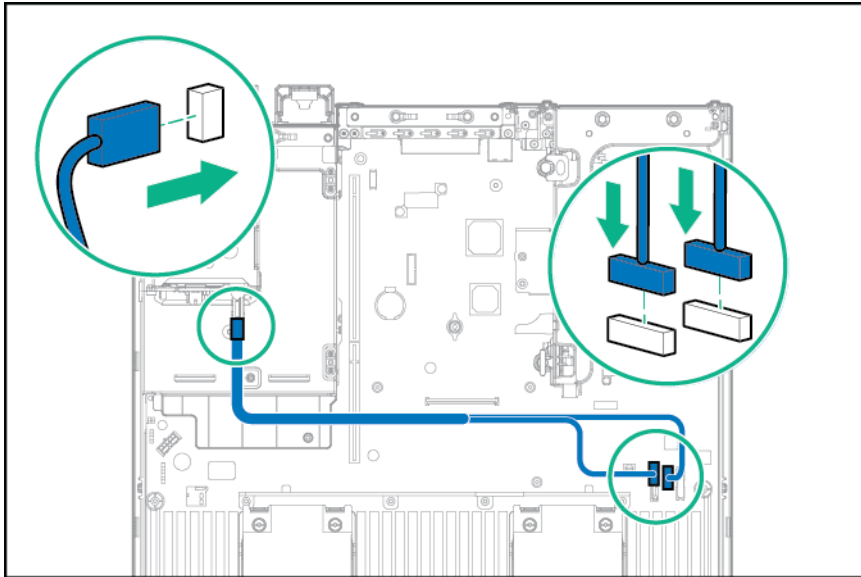


12. Connect the data cable in one of the following configurations:

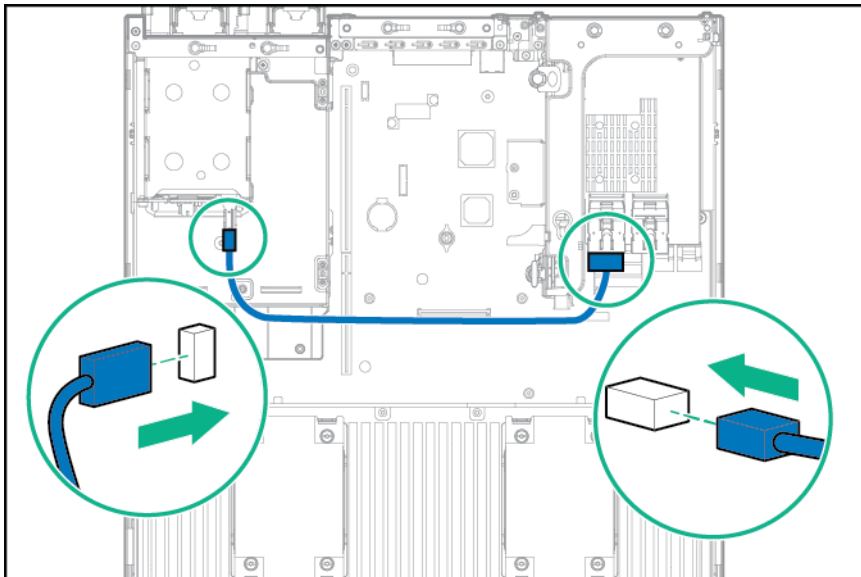
- Connected to the onboard x4 SATA connector



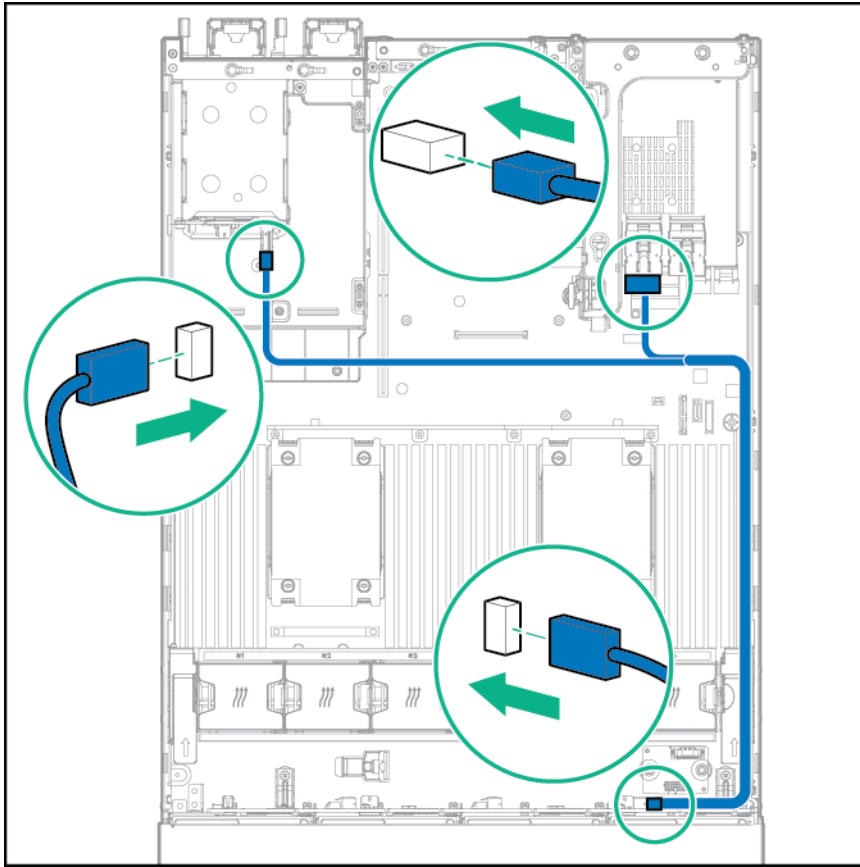
- Connected to the x2 SATA port and optical disk drive connector



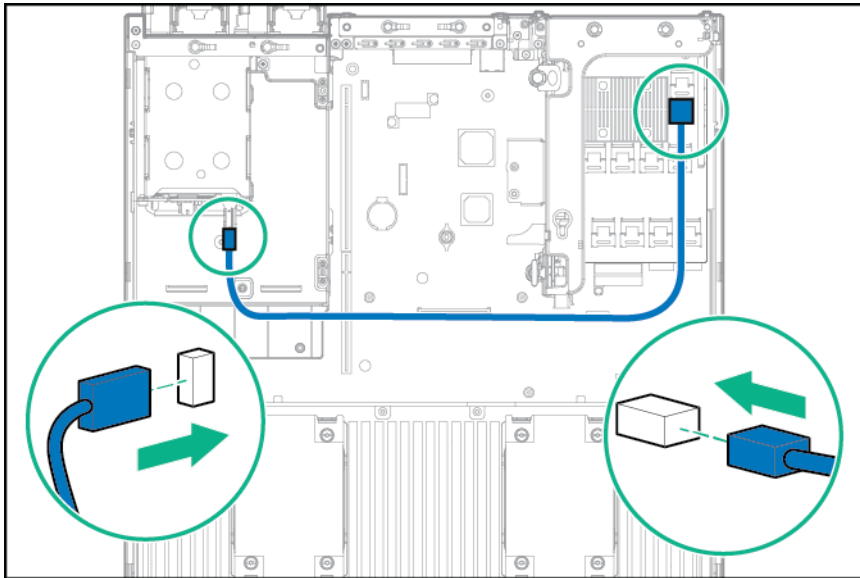
- Connected to a PCI expansion board



- Connected to a PCI expansion board and the 12 LFF backplane



- Connected to an HPE 12G SAS Expander Card



13. Install the access panel.

14. Slide the server into the rack.

15. Connect each power cord to the server.

16. Connect each power cord to the power source.

17. Power up the server.

Systems Insight Display power switch module option

This option is not supported in servers configured with 4LFF or 12LFF drives.

To install the component:

Procedure

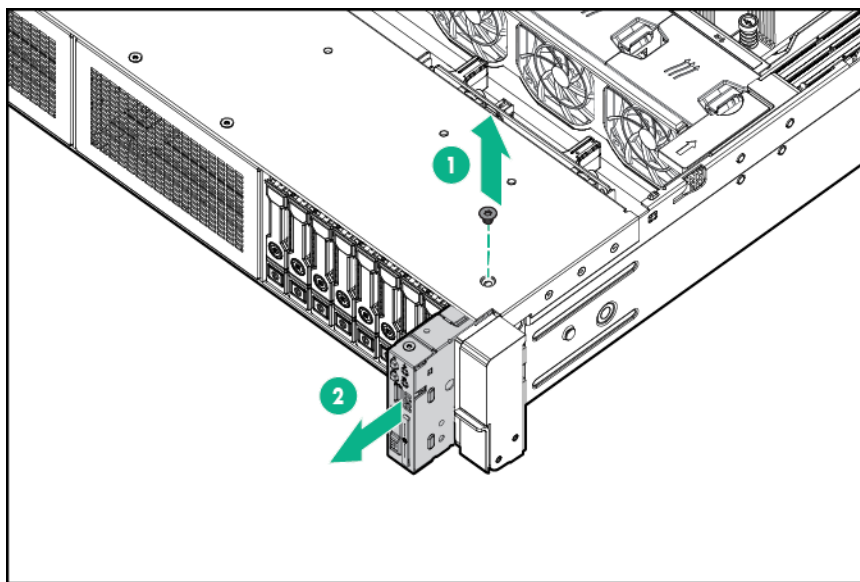
1. Power down the server.
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - Extend the server from the rack.
 - Remove the server from the rack.
4. Remove the access panel.
5. Remove the air baffle.
6. Remove the fan cage.



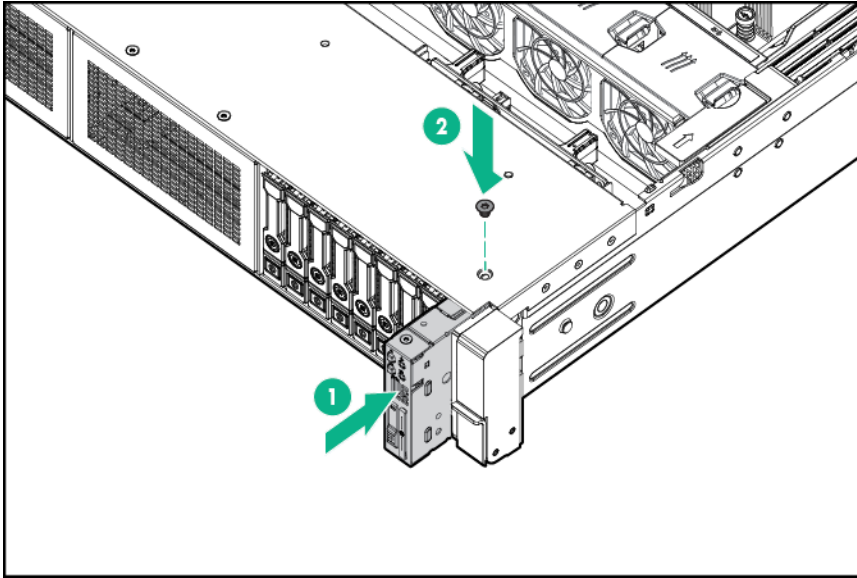
CAUTION:

When routing cables, always be sure that the cables are not in a position where they can be pinched or crimped.

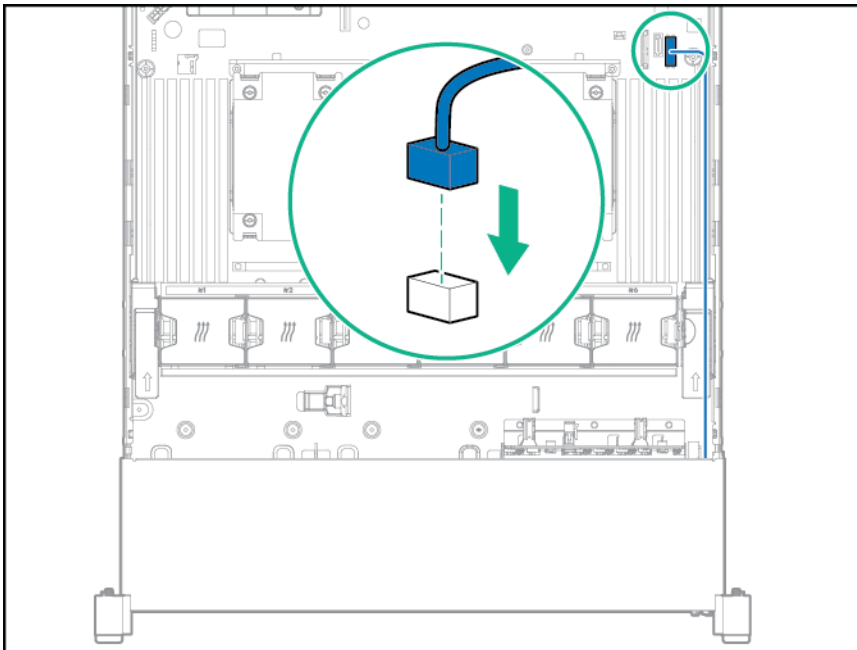
7. Remove the cabled power switch module. Retain the T-10 screw for later use.



8. Route the cable through the opening in the front of the server, and then install the SID power switch module. Secure the module using the existing screw.



9. Connect the SID module cable to the system board power switch module connector.



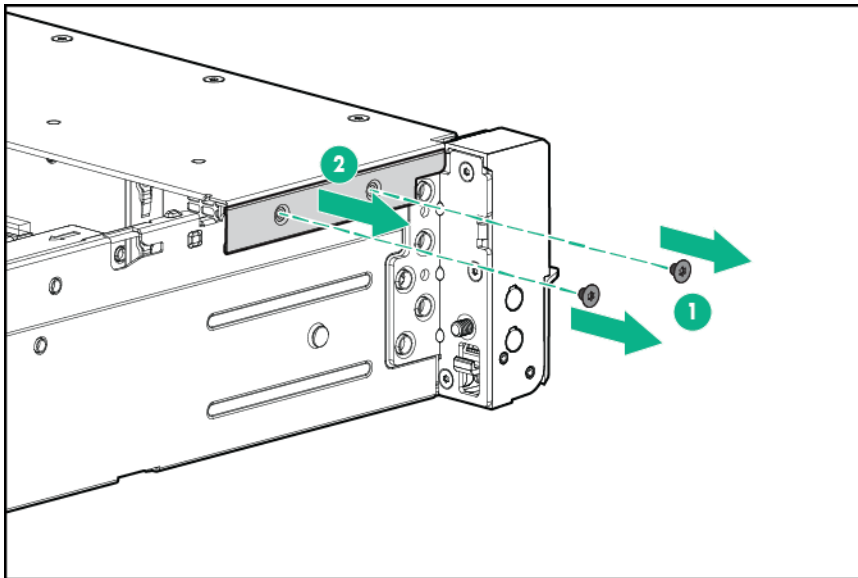
10. Install the fan cage.
11. **Install the air baffle.**
12. **Install the access panel.**
13. Slide the server into the rack.
14. Connect each power cord to the server.
15. Connect each power cord to the power source.
16. **Power up the server.**

Location Discovery Services ear option

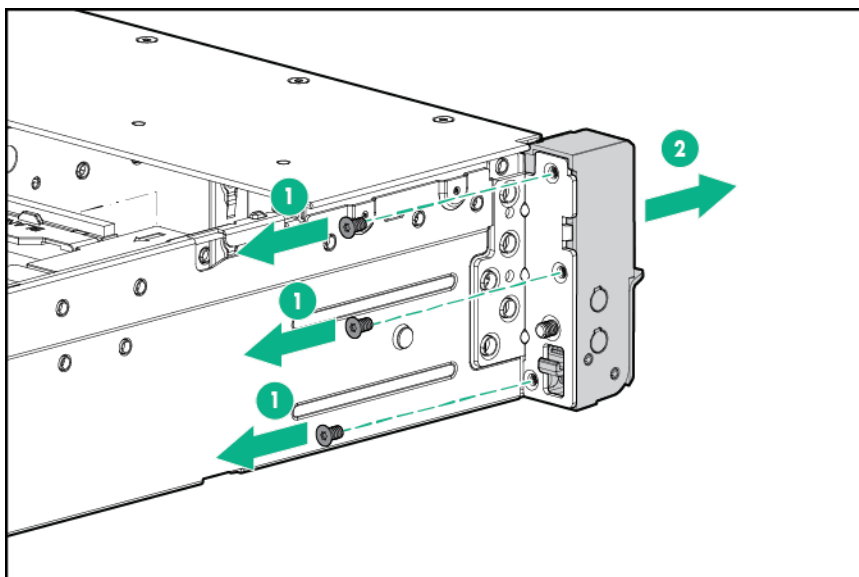
To install the component:

Procedure

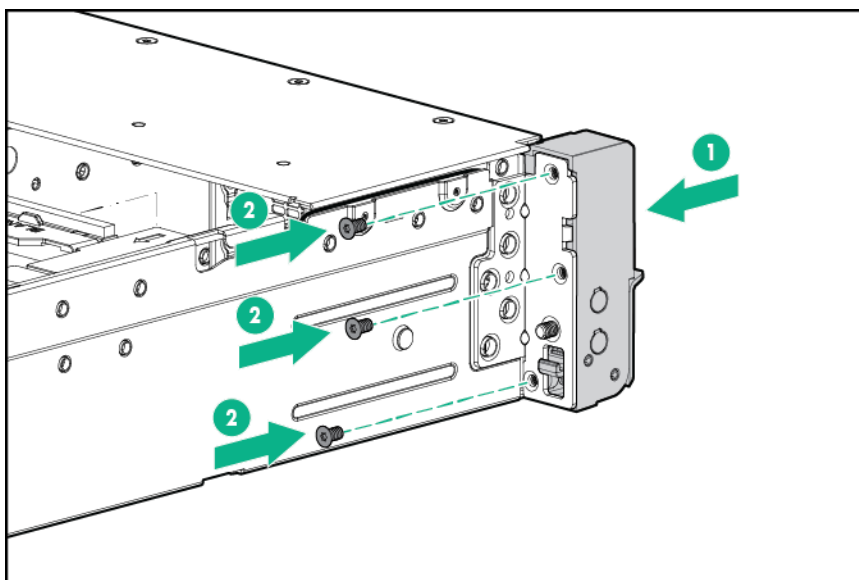
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the fan cage.**
6. Remove the cable protection panel from the left side of the server.



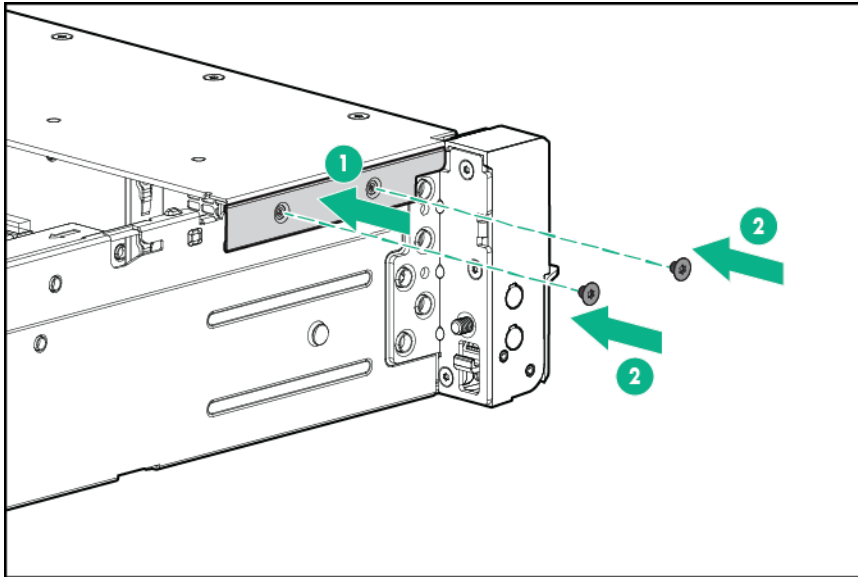
7. Remove the standard ear.



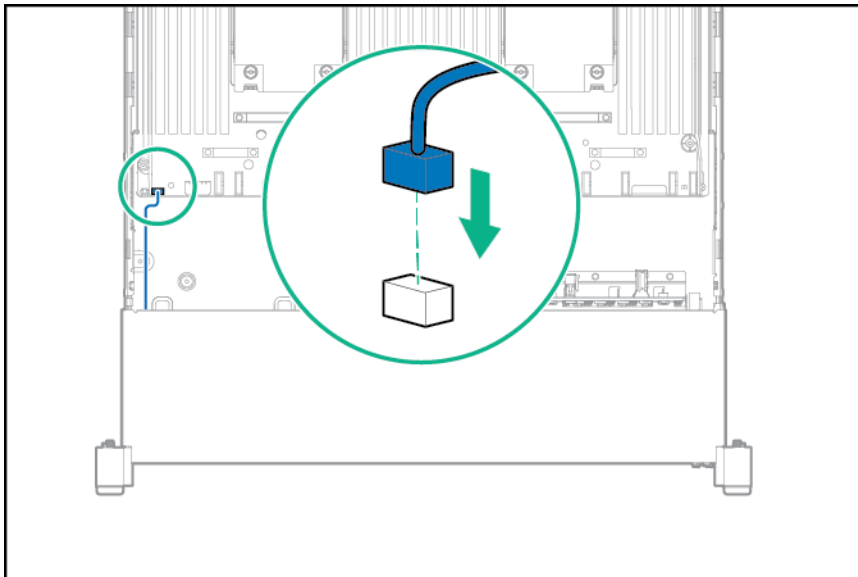
8. Install the Location Discovery Services ear option and route the discovery service cable through side channel.



9. Install the cable protection panel.



10. Connect the discovery service cable.



11. Install the fan cage.

12. **Install the access panel.**

13. Slide the server into the rack.

14. Connect each power cord to the server.

15. Connect each power cord to the power source.

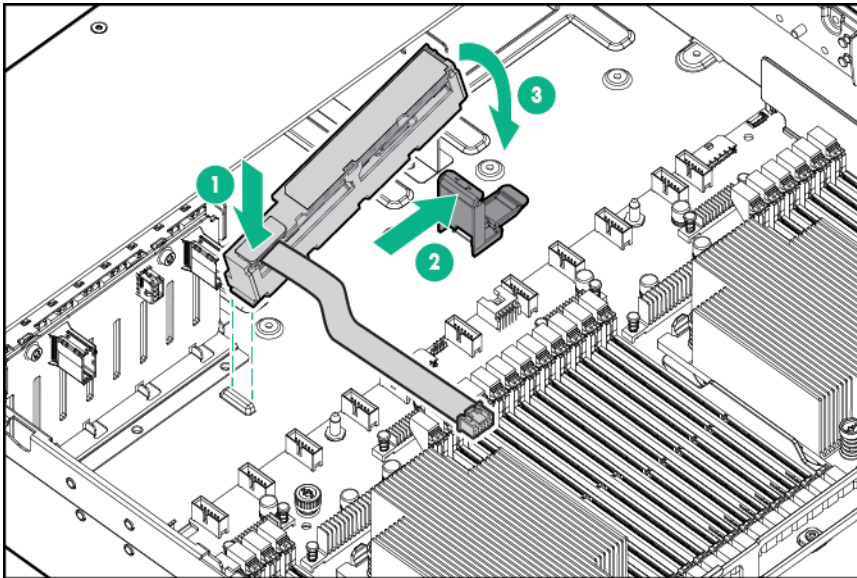
16. **Power up the server.**

Smart Storage Battery

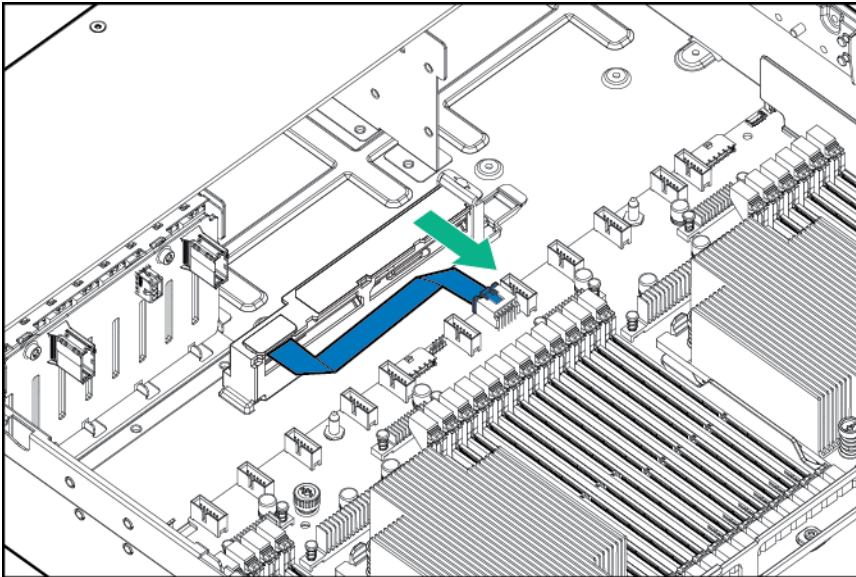
To install the component:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the air baffle.**
6. **Remove the fan cage.**
7. Install the Smart Storage battery.



8. Route the cable.



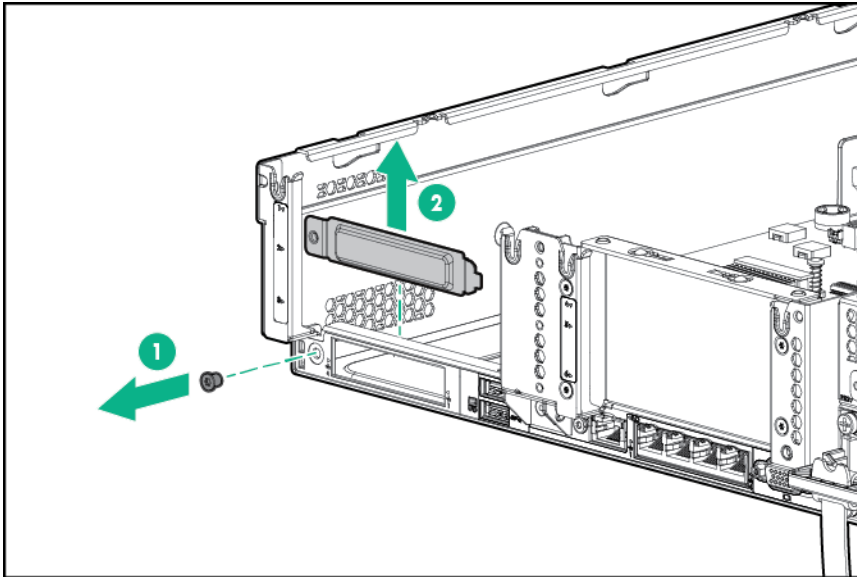
9. Install the fan cage.
10. **Install the air baffle.**
11. **Install the access panel.**
12. Slide the server into the rack.
13. Connect each power cord to the server.
14. Connect each power cord to the power source.
15. **Power up the server .**

FlexibleLOM option

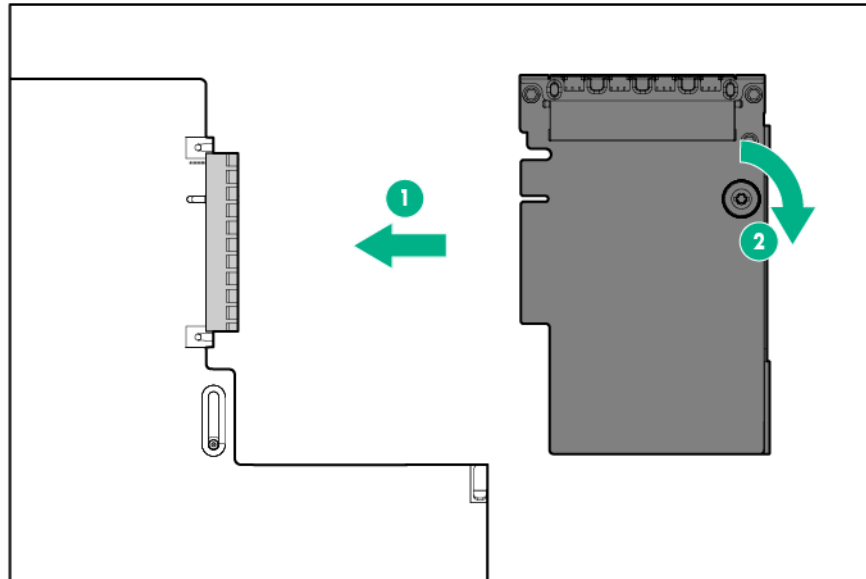
To install the component:

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack .**
4. **Remove the access panel.**
5. Remove the FlexibleLOM PCIe blank.



6. Install the component:
 - a. Firmly seat the FlexibleLOM in the slot.
 - b. Tighten the thumbscrew.



7. **Install the access panel.**
8. Slide the server into the rack.
9. Connect the LAN segment cables.
10. Connect each power cord to the server.

11. Connect each power cord to the power source.

12. **Power up the server.**

Expansion board options

The server supports PCI Express expansion boards. The server ships with PCIe riser boards and expansion slots. PCIe expansion boards are supported with optional riser boards.

Removing an expansion slot blank



WARNING:

To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.



CAUTION:

For proper cooling, do not operate the server without the access panel, baffles, expansion slot covers, or blanks installed. If the server supports hot-plug components, minimize the amount of time the access panel is open.

To remove the component:

Procedure

1. **Power down the server.**

2. Remove all power:

- a. Disconnect each power cord from the power source.
- b. Disconnect each power cord from the server.

3. Do one of the following:

- **Extend the server from the rack.**
- **Remove the server from the rack.**

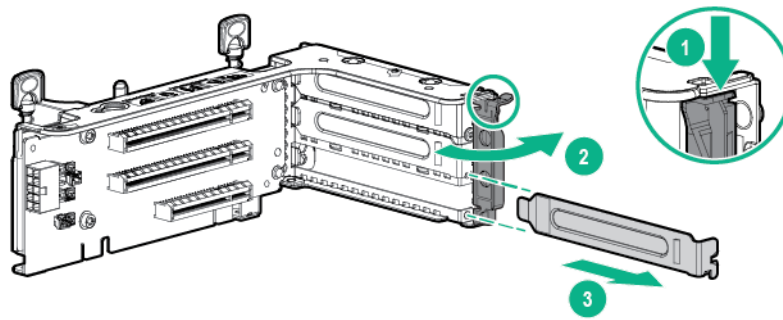
4. **Remove the access panel.**

5. Remove the PCIe riser cage:

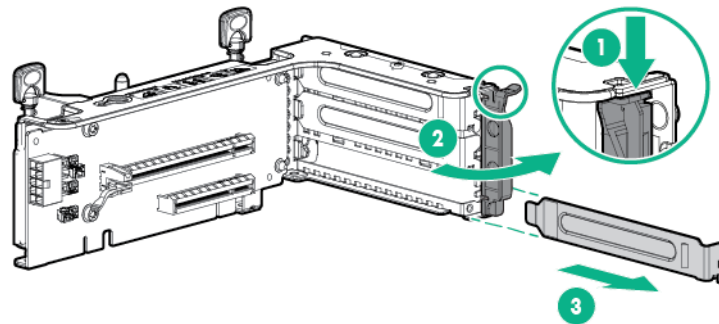
- **Primary PCIe riser cage**
- **Secondary PCIe riser cage**

6. Remove the expansion slot blank:

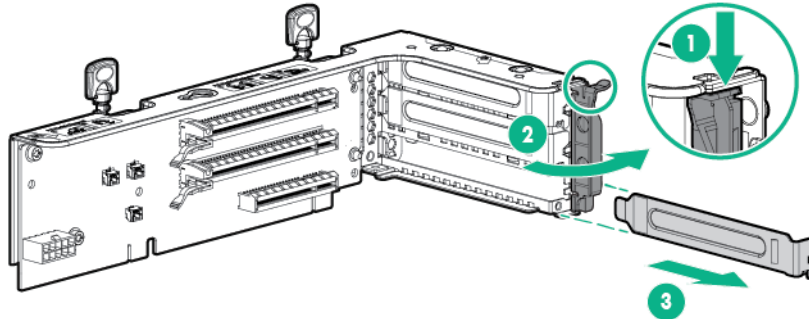
- Primary PCIe riser cage



- Optional primary PCIe riser cage



- Secondary PCIe riser cage



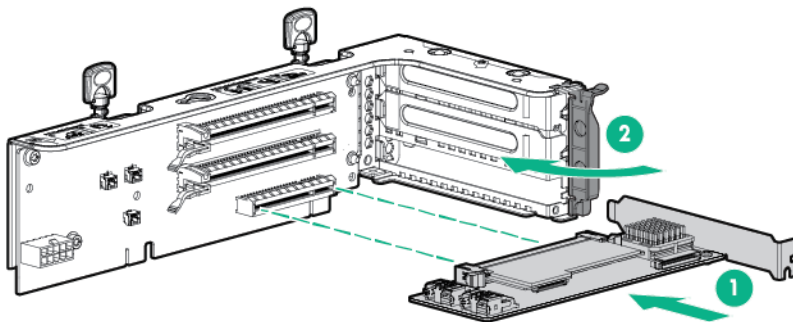
To replace the component, reverse the removal procedure.

Installing an expansion board

Procedure

1. **Power down the server.**
2. Remove all power:

- a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the PCI riser cage.**
6. **Remove the expansion slot blank.**
7. Install the expansion board.



8. Connect any required internal or external cables to the expansion board. See the documentation that ships with the expansion board.
9. **Install the PCI riser cage.**
10. **Install the access panel.**
11. **Install the server into the rack.**
12. Connect each power cord to the server.
13. Connect each power cord to the power source.
14. **Power up the server.**

HPE H240 Smart HBA/P440, P840 Flexible Smart Array Controller



CAUTION:

Hewlett Packard Enterprise recommends performing a complete backup of all server data before performing a controller or adapter installation or removal.

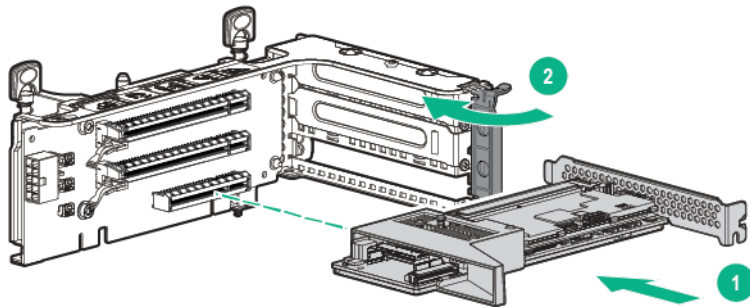
Before installing the controller, you must observe the following requirements:

- To ensure cables are connected correctly, observe the labels on the cable and component connectors.
- Be sure you have the latest firmware for the controllers, HBAs, and the expander card. To download the latest firmware, see the [Hewlett Packard Enterprise website](#).

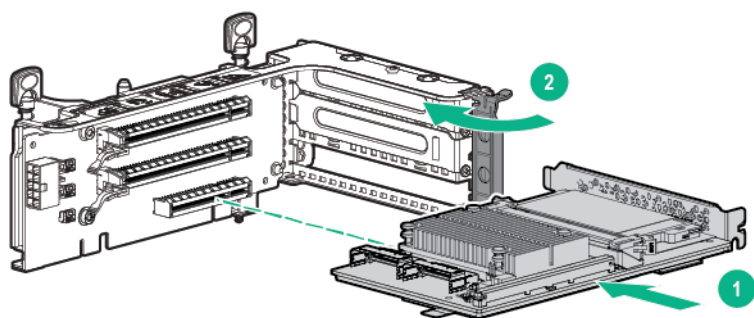
To install the component:

Procedure

1. Back up all server data.
2. **Power down the server.**
3. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
4. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
5. **Remove the access panel.**
6. **Remove the PCI riser cage.**
7. Install the controller on the riser board:
 - H240 or P440

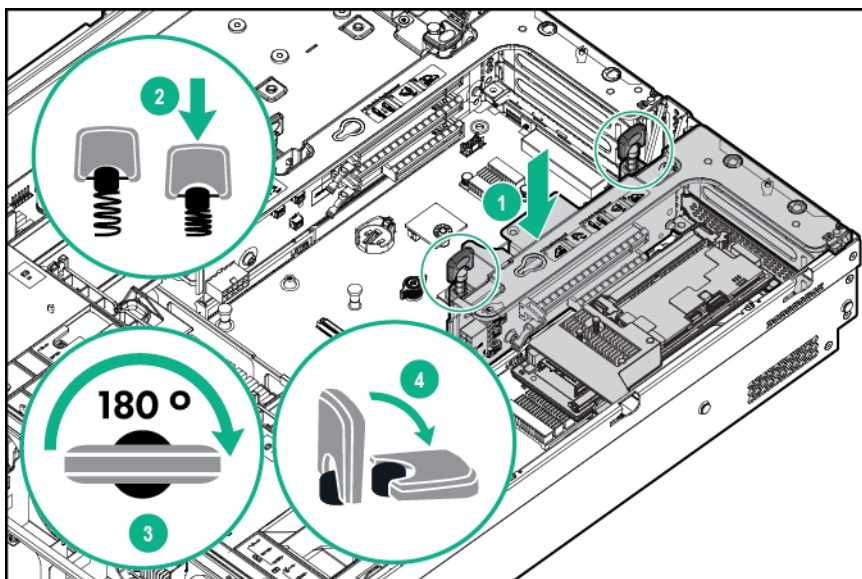


- P840

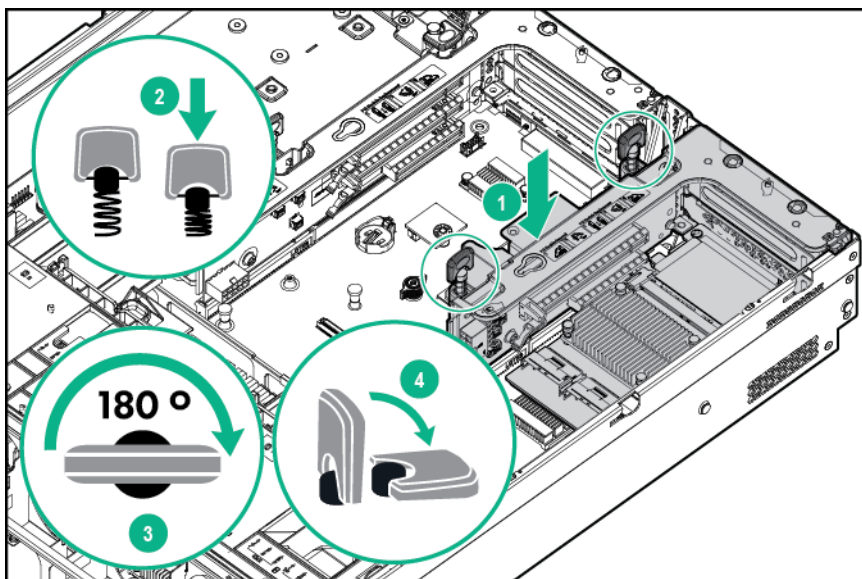


8. Install the riser board assembly:

- H240 or P440



- P840



9. Connect the appropriate SAS cables. For more information, see Flexible Smart Array Controller cabling.
10. **Install the air baffle.**
11. **Install the access panel.**
12. Do one of the following:
 - a. Slide the server into the rack.
 - b. Install the server into the rack.
13. Connect each power cord to the server.
14. Connect each power cord to the power source.
15. Before powering on the system, be sure the **HPE Smart Storage Battery** is installed.
16. **Power up the server.**

HPE P440ar/P840ar Flexible Smart Array Controller

⚠ CAUTION:
Hewlett Packard Enterprise recommends performing a complete backup of all server data before performing a controller or adapter installation or removal.

Before installing the controller, you must observe the following requirements:

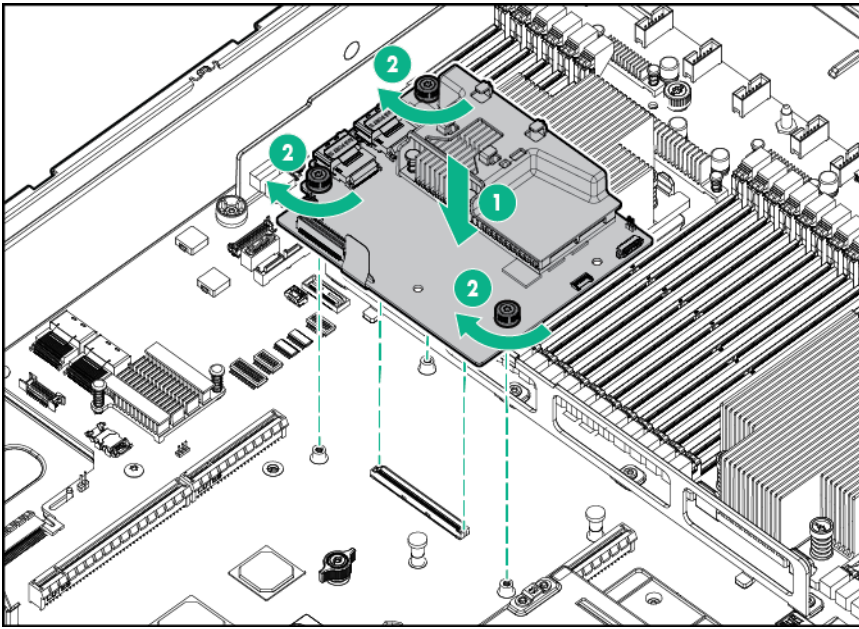
- To ensure cables are connected correctly, observe the labels on the cable and component connectors.
- Be sure you have the latest firmware for the controllers, HBAs, and the expander card. To download the latest firmware, see the **Hewlett Packard Enterprise website**.

To install the component:

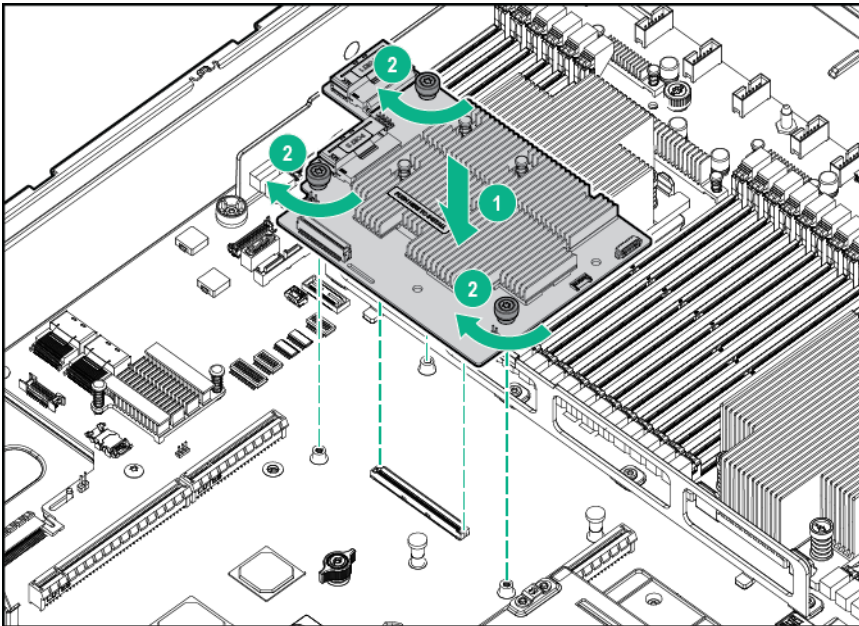
Procedure

1. Back up all server data.
2. **Power down the server.**
3. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
4. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
5. **Remove the access panel.**
6. **Remove the air baffle.**
7. Install the controller:

- P440ar



- P840ar



8. Connect the appropriate SAS cables. For more information, see Flexible Smart Array Controller cabling.
9. **Install the air baffle.**
10. **Install the access panel.**
11. Do one of the following:
 - a. Slide the server into the rack.
 - b. Install the server into the rack.

12. Connect each power cord to the server.
13. Connect each power cord to the power source.
14. Before powering on the system, be sure the **HPE Smart Storage Battery** is installed.
15. **Power up the server.**

12G SAS Expander Card

Before installing the 12G SAS Expander Card, observe the following requirements:

- The following components must be installed:
 - Storage controller
 - Drive cages:
 - For 24SFF drive configuration—Bay 1 and bay 2 8SFF front drive cages
 - For 12LFF drive configuration—12LFF front drive cage
 - For configurations using the rear drive cage—2SFF rear drive cage or 3LFF rear drive cage
- The preferred slot to install the SAS expander card is slot 3 of the primary PCI riser cage, if the slot is not occupied. It is not supported in the secondary PCI riser cage.
- To ensure cables are connected correctly, observe the labels on the cable and component connectors.
- Be sure you have the latest firmware for the controllers, HBAs, and the expander card. To download the latest firmware, see the **Hewlett Packard Enterprise website**.
- Understand the required cable connections:
 - Group A—Controller to SAS expander card

Cable	Description	Connection to SAS expander	Connection to controller
839760-001	X4 Mini-SAS cable	Port 2	Port 2
839759-001	X4 Mini-SAS cable	Port 1	Port 1
781580-001	2 x4 Mini-SAS to x-8 Mini-SAS Y cable	Ports 1 and 2	Port 1

- Group B—SAS expander card to front LFF drive cage

Cable	Description	Connection to SAS expander	Connection to drive bay
747576-001	2 x4 mini-SAS cable	Port 3	12 LFF Port 1
		Port 4	12 LFF Port 2
747577-001	x4 mini-SAS cable	Port 5	12 LFF Port 3

- Group C—SAS expander card to front SFF drive cages

Cable	Description	Connection to SAS expander	Connection to drive bay
776402-001	2 x4 Mini-SAS cable	Port 3	8 SFF Bay 1 Port 1
		Port 4	8 SFF Bay 1 Port 2
781579-001	4 x4 Mini-SAS cable	Port 5	8 SFF Bay 2 Port 1
		Port 6	8 SFF Bay 2 Port 2
		Port 7	8 SFF Bay 3 Port 1
		Port 8	8 SFF Bay 3 Port 2

- Group D—SAS expander card to rear drive cage

Cable	Description	Connection to SAS expander	Connection to drive bay
776401-001	X4 Mini-SAS cable	Port 9	2SFF/3LFF

12G SAS Expander Card ports



To install the component:

Procedure

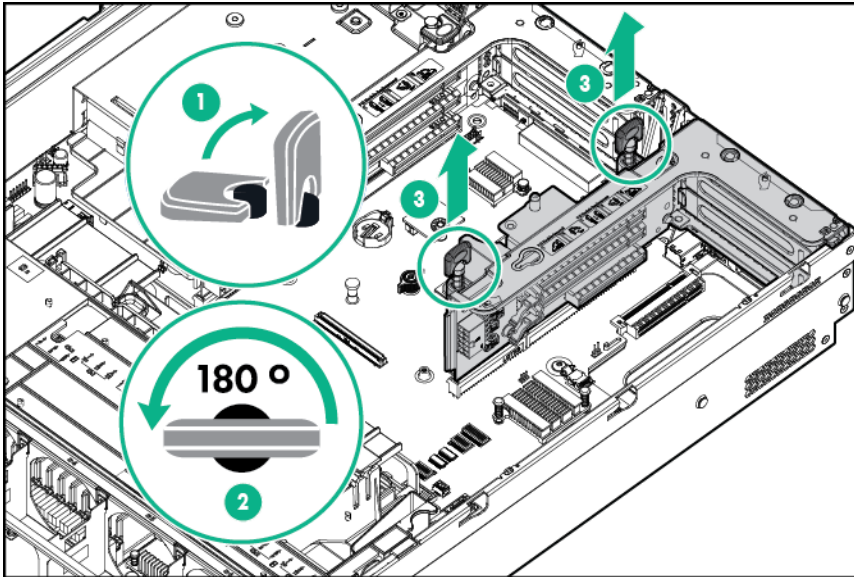
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:

- Extend the server from the rack.
 - Remove the server from the rack.
4. Remove the access panel.
 5. Remove the air baffle.
 6. Remove the fan cage.
 7. Remove the primary PCI riser cage.

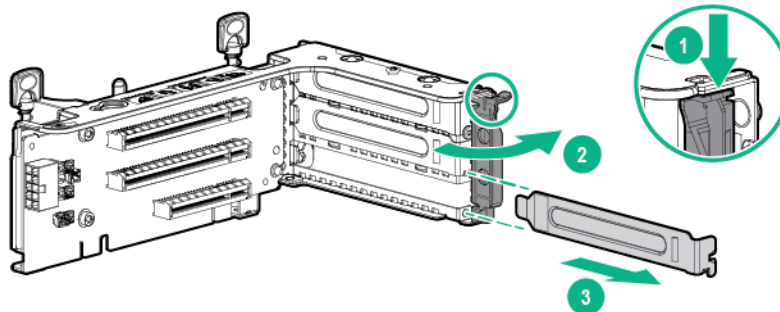


IMPORTANT:

The 12G SAS Expander Card is not supported in the secondary PCI riser cage.



8. Remove the expansion slot blank from slot 3.



9. Using the labels on the cables to determine the correct connections, connect the cables to the SAS expander card:
 - a. Depending on the ports on the controller, connect the appropriate controller cables from Group A to the SAS expander card.
Depending on the ports on the controller, connect the appropriate controller cables from Group A to the SAS expander card.

Controller ports	Cable	SAS expander ports
2 x4 connectors	x4 Mini-SAS cable	Port 1
	x4 Mini-SAS cable	Port 2
1 x8 connector	2 x4 Mini-SAS to x8 Mini-SAS Y cable	Ports 1 and 2

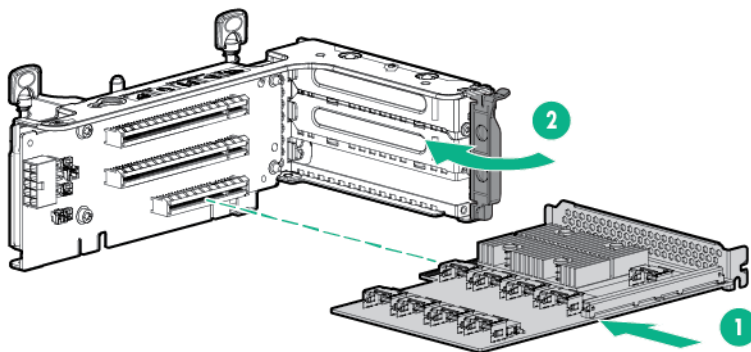
- b. Depending on the drive configuration, connect the appropriate drive cage cables to the SAS expander card.

Depending on the drive configuration, connect the appropriate drive cage cables to the SAS expander card.

Drive configuration	Cable group	Cable	SAS expander ports
24 SFF	C	2 x4 Mini-SAS cable	Ports 3 and 4
		4 x4 Mini-SAS cable	Port 5
			Port 6
			Port 7
			Port 8
12 LFF	B	2 x4 Mini-SAS cable	Ports 3 and 4
		x4 Mini-SAS cable	Port 5
2 SFF/3 LFF	D	x4 Mini-SAS cable	Port 9

10. Install the SAS expander card. The cables are not shown for clarity.

The preferred slot to install the SAS expander card is slot 3 of the primary PCI riser cage.



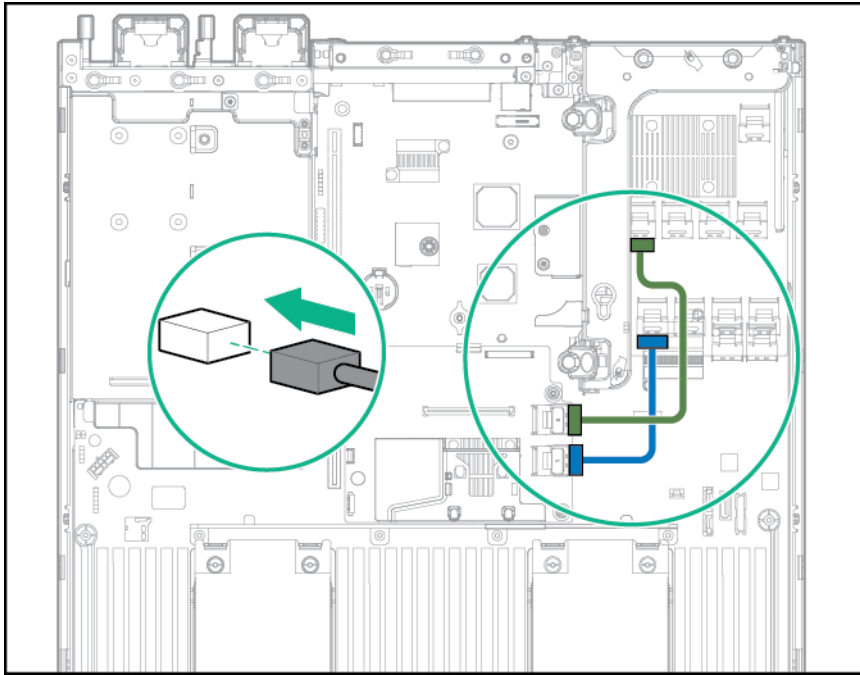
IMPORTANT:

If using a PCI slot-based controller, install the controller in slot 1.

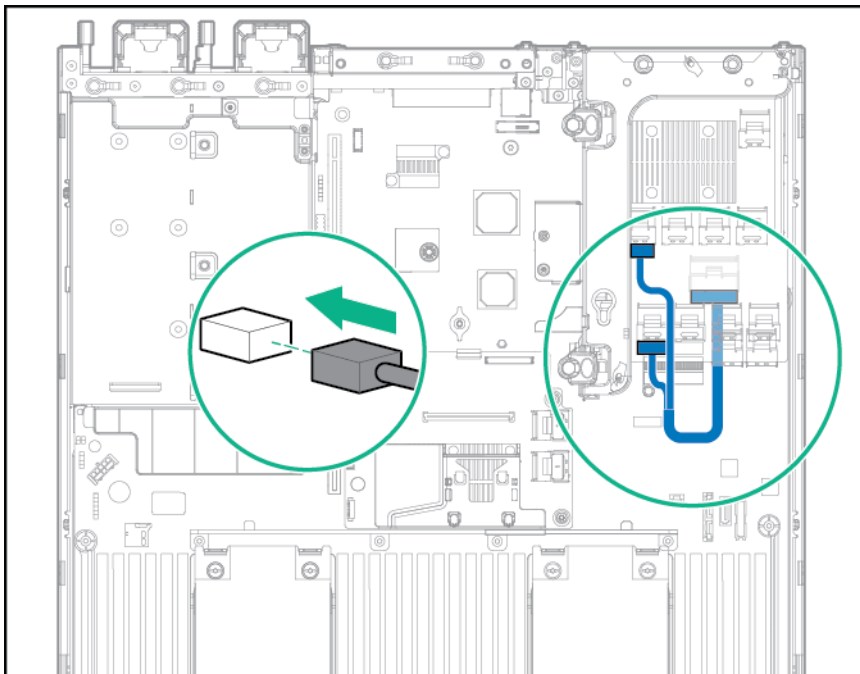
11. **Install the PCI riser cage.**

12. Using the labels on the cables to determine the correct connections, connect the cables from the SAS expander card to the controller:

- HPE Flexible Smart Array Controller with 2 x4 connectors (Group A SAS cables)

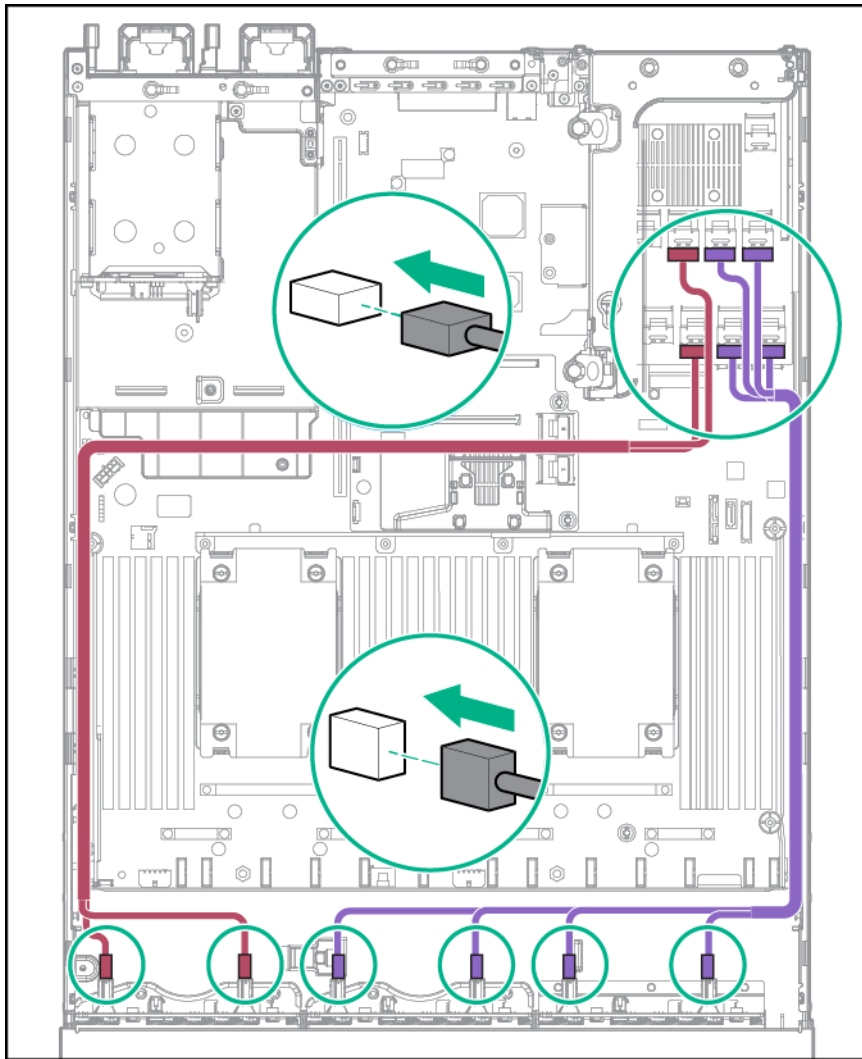


- PCI slot-based Smart Array controller with x8 connector (Group A SAS cables)

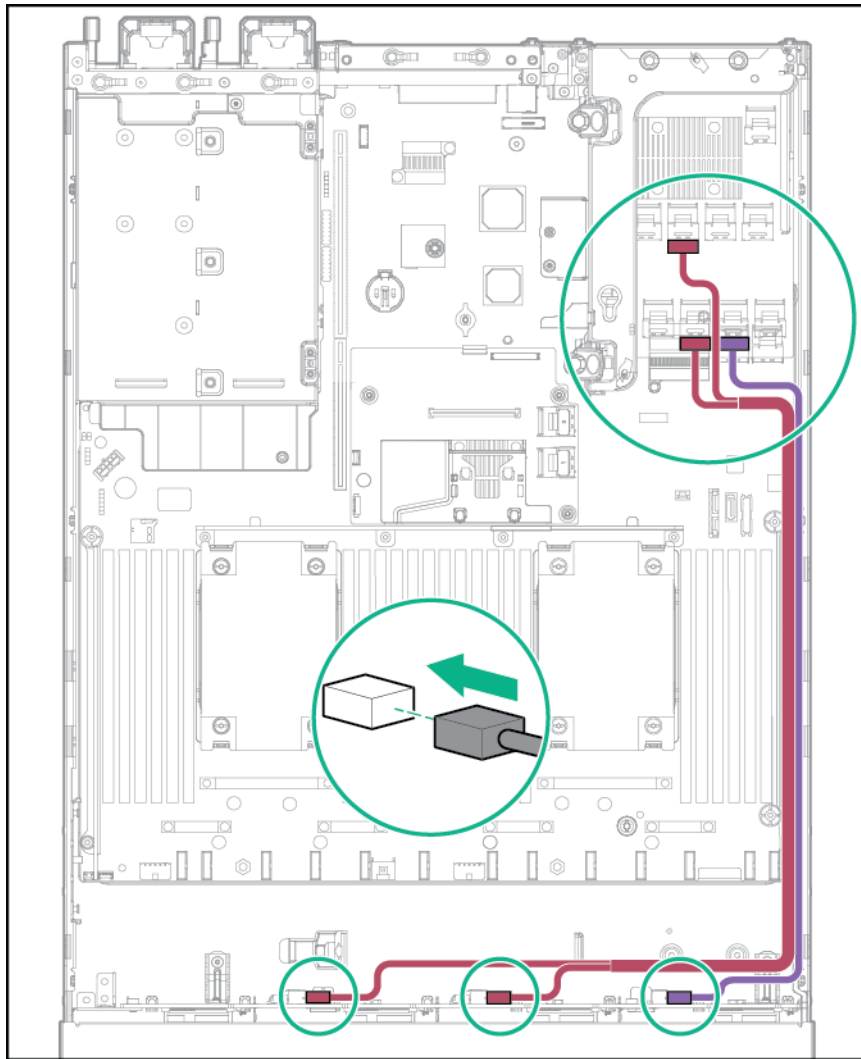


13. Connect the cables to the drive cage backplanes:

- 24SFF drive backplanes (Group C SAS cables)

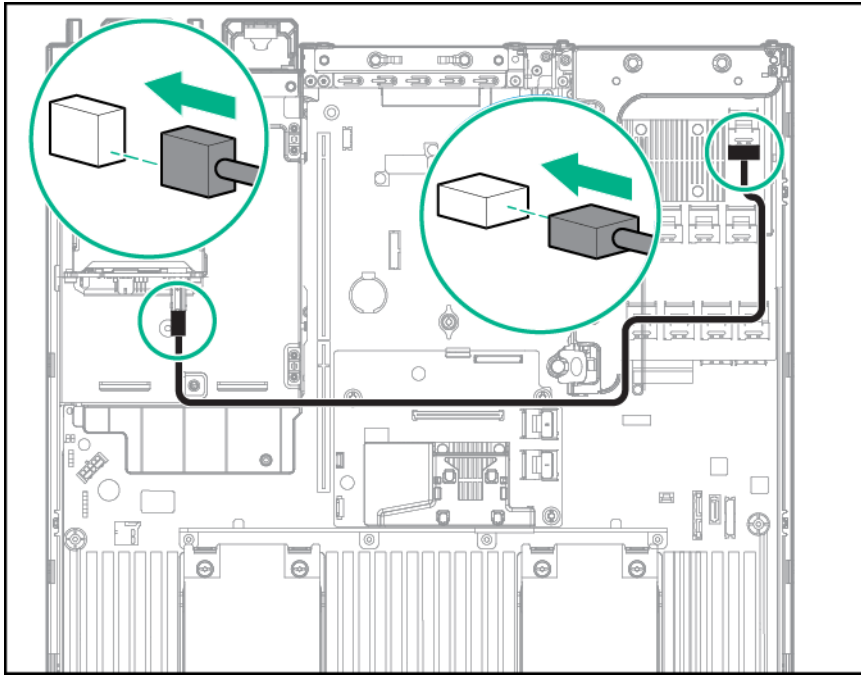


- 12LFF drive backplanes (Group B SAS cables)



- 2SFF or 3LFF rear cage drive backplane (Group D SAS cables)

The cabling is the same for both backplanes. In the following illustration, the 2SFF rear cage backplane is shown.



14. Install the fan cage.
15. Install the air baffle.
16. Install the access panel.
17. Install the server into the rack.
18. Connect each power cord to the server.
19. Connect each power cord to the power source.
20. Power up the server.

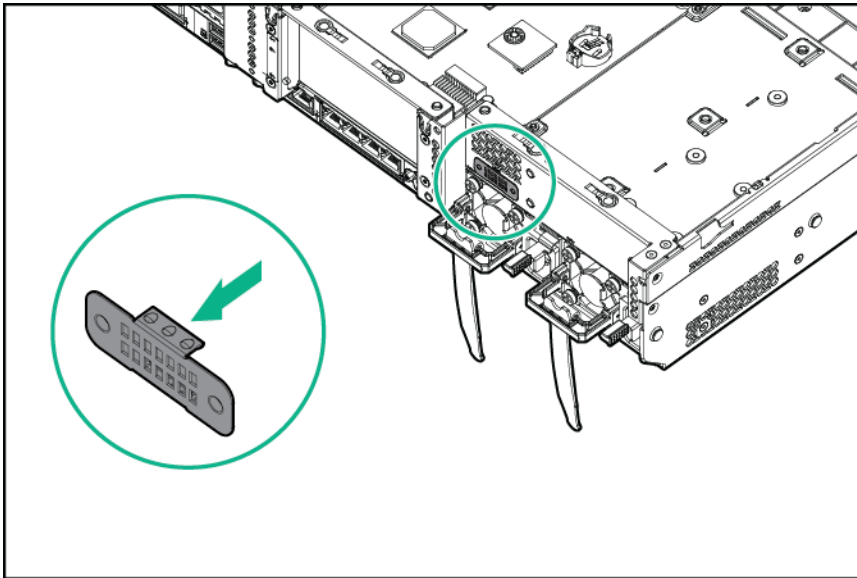
Rear serial port option

To install the component:

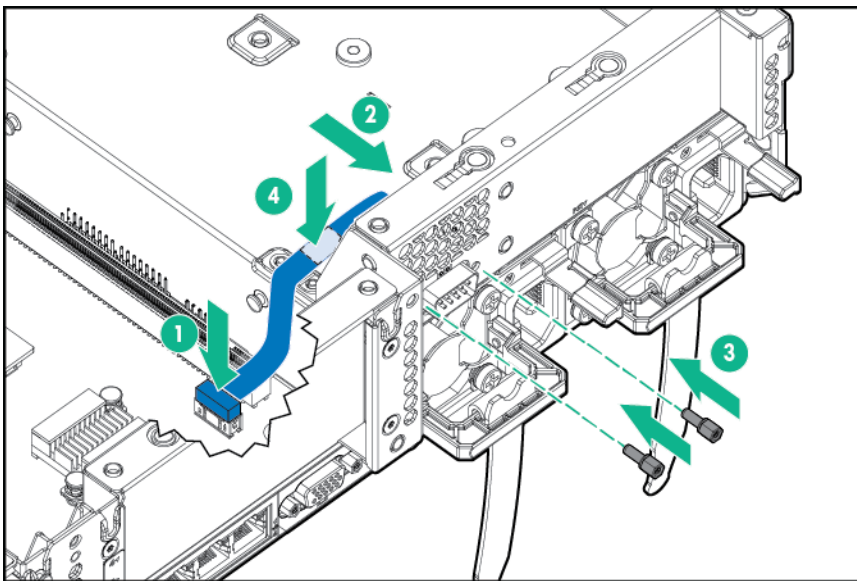
Procedure

1. Power down the server.
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - Extend the server from the rack.
 - Remove the server from the rack.
4. Remove the access panel.

5. Remove the serial cable blank.



6. Connect the serial cable option. Then, remove the backing from the double-sided tape and press down where indicated.



7. Install the access panel.
8. Slide the server into the rack.
9. Connect each power cord to the server.
10. Connect each power cord to the power source.
11. Power up the server.

M.2 SSD Enablement Board option

The M.2 enablement board is supported in all 6 of the PCI slots on this server.

Installing an SSD module on the M.2 SSD Enablement Board

Procedure

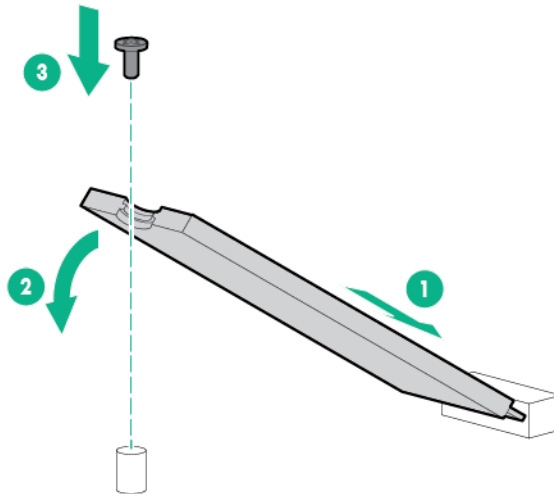
1. **Power down the server .**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. **Extend the server from the rack.**
4. **Remove the access panel.**
5. **Remove the PCIe riser cage.**
6. **Remove the expansion slot blank.**



IMPORTANT:

For management and monitoring of the SSD modules, use the **HPE Smart Storage Administrator**.

7. Install the SSD module on the M.2 SSD enablement board.

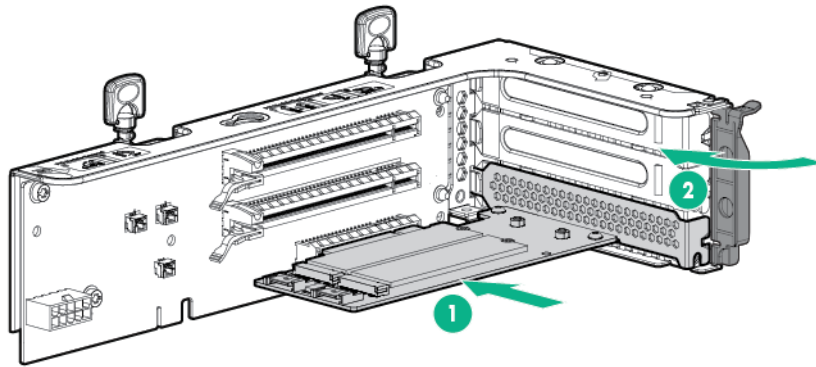


8. **Install the M.2 SSD enablement board in any slot in the primary or secondary PCI riser cage.**
9. **Install the PCI riser cage.**
10. **Install the access panel.**
11. **Install the server into the rack.**
12. Connect each power cord to the server.
13. Connect each power cord to the power source.
14. **Power up the server .**

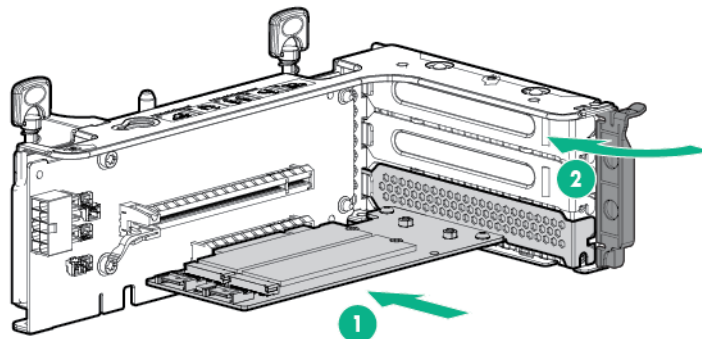
Installing an M.2 SSD enablement board

Procedure

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. **Remove the PCIe riser cage.**
6. Remove the expansion slot cover.
7. Install the M.2 SSD enablement board into expansion any of the slots on the primary PCI riser or secondary PCI riser:
 - 3-slot riser cage

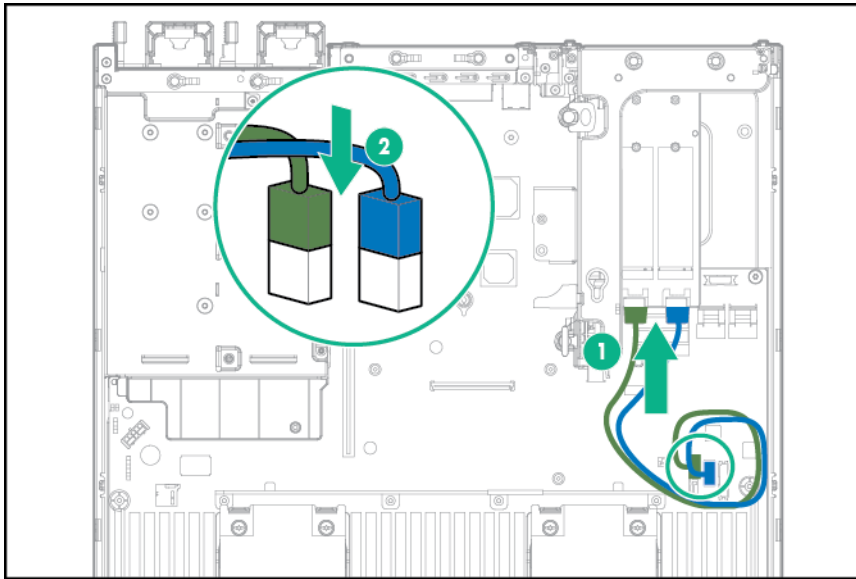


- 2-slot riser cage

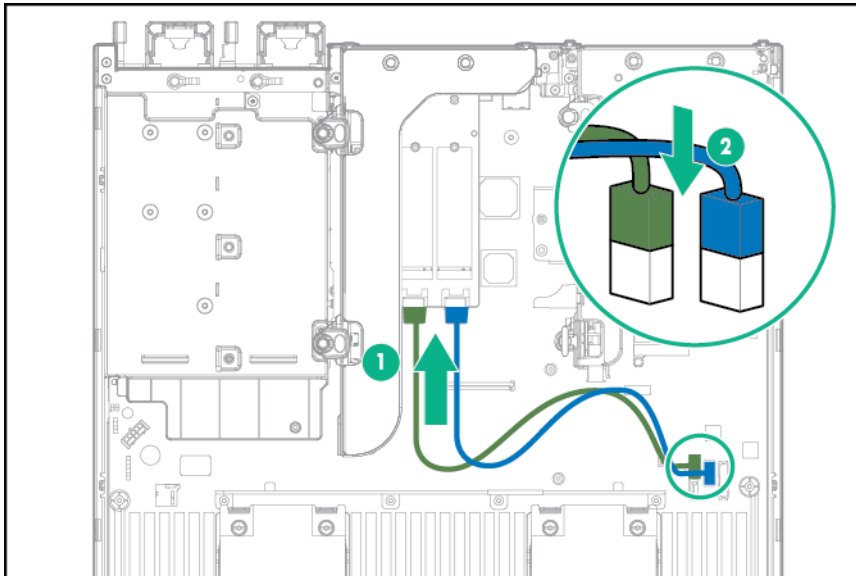


8. Connect the SATA cables from the M.2 SSD enablement board to the system board.

- M.2 SSD enablement board installed in the primary PCI riser cage



- M.2 SSD enablement board installed in the secondary PCI riser cage



9. **Install the PCI riser cage.**
10. **Install the access panel.**
11. **Install the server into the rack.**
12. Connect each power cord to the server.
13. Connect each power cord to the power source.
14. **Power up the server .**

Dual 8Gb microSD Enterprise Midline USB device

This server supports the installation of the Dual 8Gb microSD Enterprise Midline USB device on the server internal USB connector.

This USB storage device contains a dual-microSD card module that supports up to two SD, SDHC, or SDXC storage cards providing data redundancy through a mirrored RAID-1 configuration. This USB storage device connects to an internal USB connector and is configured upon boot.

To locate the internal USB connector, see "[System board components](#)." For more information, see the Dual 8Gb microSD EM USB storage device documentation on the [Hewlett Packard Enterprise website](#).

750 W Flex Slot Hot Plug Battery Backup Module

The FSBBU is a self-contained unit with internal lithium-ion batteries that provide DC 12V backup power for servers when either the main bus utility power fails or the power supply is out of regulation.

You do not have to power down the server before removing or installing an FSBBU.

Flex slot battery backup module configuration load support

The FSBBU module can be daisy chained to only one other FSBBU module. When AC power is lost to one server, then the loads of both servers will determine if the FSBBU will support the combined load.

Server #1 + FSBBU module load condition (%)	Server #2 + FSBBU module load condition (%)	Supported (Yes/No) where server #1 lost input AC power	Supported (Yes/No) where server #2 lost input AC power
10 (75W- 6.25A)	90 (675W- 56.25A)	Yes	No
20 (150W- 12.5A)	80 (600W- 50A)	Yes	No
30 (225W- 18.5A)	70 (525W- 43.5A)	Yes	No
40 (300W- 25A)	60 (450W- 37.5)	Yes	Yes
50 (375W- 31.25)	50 (375W- 31.25)	Yes	Yes
60 (450W- 37.5)	40 (300W- 25A)	Yes	Yes
70 (525W- 43.5A)	30 (225W- 18.5A)	No	Yes
80 (600W- 50A)	20 (150W- 12.5A)	No	Yes
90 (675W- 56.25A)	10 (75W- 6.25A)	No	Yes

Installing the FSBBU



CAUTION:

To prevent improper cooling and thermal damage, do not operate the chassis unless all bays are populated with a component or a blank.

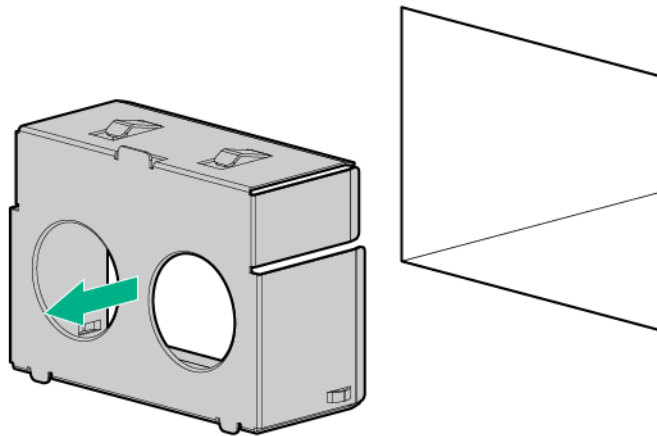
To install the component:

Procedure

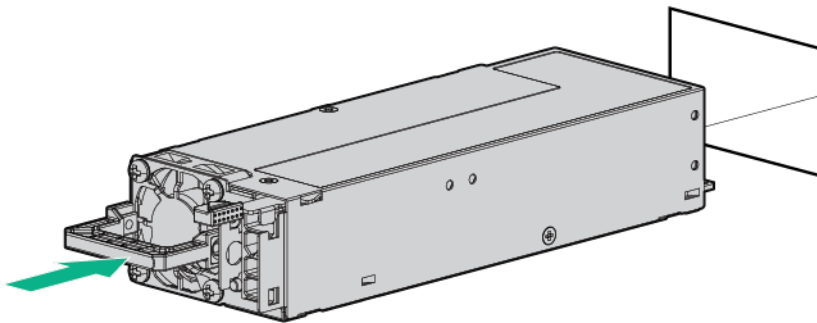
1. **Access the product rear panel.**
2. Remove the blank.

**WARNING:**

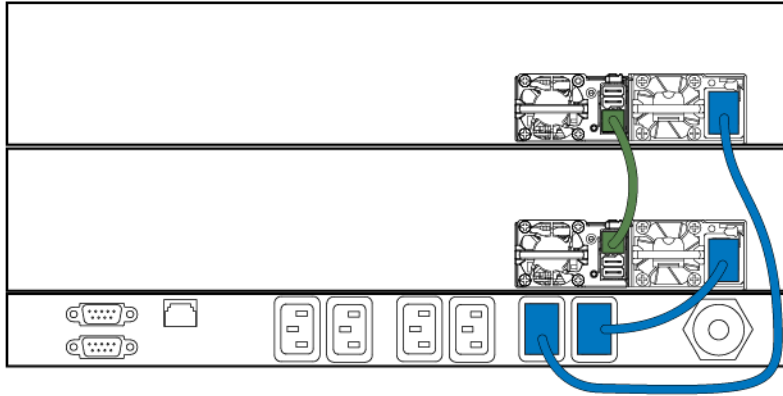
To reduce the risk of personal injury from hot surfaces, allow the FSBBU or power supply blank to cool before touching it.



3. Press the battery check button located on the rear of the FSBBU module to check the battery condition before installing the unit into the power supply bay. To locate the battery check button and for more information on the FSBBU module LED status, see "[**Flex slot battery backup module LEDs and buttons.**](#)"
4. Install the FSBBU module into the power supply bay until it clicks into place.



5. Connect multiple FSBBU units using a daisy chain configuration. A jumper cable (part number K9B28A) is required for a daisy chain configuration.



6. Charge the FSBBU module until the LED is solid green.

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the [HPE website](#).

HP Trusted Platform Module option

This server supports both TPM 1.2 and TPM 2.0. However, once the TPM version 1.2 is installed on the system board, it can no longer be upgraded to TPM version 2.0.

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the [HPE website](#).

Use these instructions to install and enable a TPM on a supported server. This procedure includes three sections:

Procedure

1. Installing the Trusted Platform Module board.
2. Retaining the recovery key/password.
3. Enabling the Trusted Platform Module.

Enabling the TPM requires accessing BIOS/Platform Configuration (RBSU) in the [UEFI System Utilities](#).

TPM installation requires the use of drive encryption technology, such as the Microsoft Windows BitLocker Drive Encryption feature. For more information on BitLocker, see the [Microsoft website](#).

⚠ CAUTION:

Always observe the guidelines in this document. Failure to follow these guidelines can cause hardware damage or halt data access.

When installing or replacing a TPM, observe the following guidelines:

- Do not remove an installed TPM. Once installed, the TPM becomes a permanent part of the system board.
- When installing or replacing hardware, Hewlett Packard Enterprise service providers cannot enable the TPM or the encryption technology. For security reasons, only the customer can enable these features.
- When returning a system board for service replacement, do not remove the TPM from the system board. When requested, Hewlett Packard Enterprise Service provides a TPM with the spare system board.

- Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.
- When using BitLocker, always retain the recovery key/password. The recovery key/password is required to enter Recovery Mode after BitLocker detects a possible compromise of system integrity.
- Hewlett Packard Enterprise is not liable for blocked data access caused by improper TPM use. For operating instructions, see the encryption technology feature documentation provided by the operating system.

Installing the Trusted Platform Module board



WARNING:

To reduce the risk of personal injury, electric shock, or damage to the equipment, remove the power cord to remove power from the server. The front panel Power On/Standby button does not completely shut off system power. Portions of the power supply and some internal circuitry remain active until AC power is removed.



WARNING:

To reduce the risk of personal injury from hot surfaces, allow the drives and the internal system components to cool before touching them.

To install the component:

Procedure

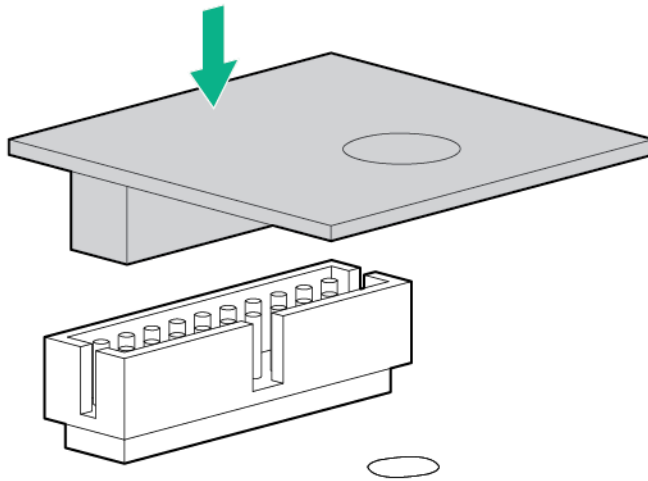
1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack .**
4. **Remove the access panel.**
5. **Remove the PCI riser cage.**



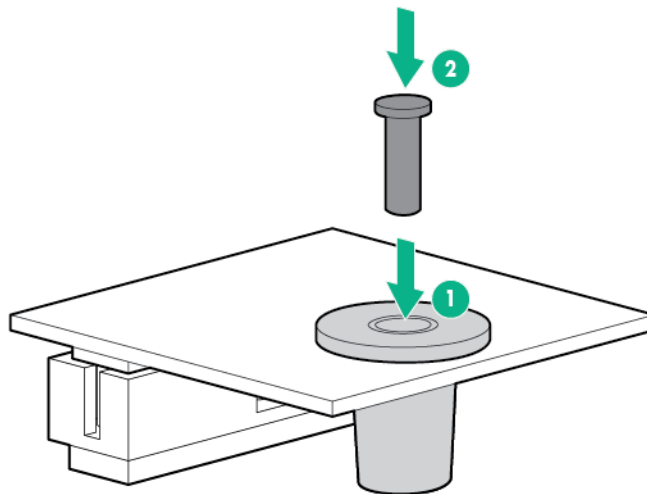
CAUTION:

Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.

6. Install the TPM board. **Press down on the connector to seat the board.**



7. Install the TPM security rivet by pressing the rivet firmly into the system board.



8. Install the PCI riser cage.
9. Install the access panel.
10. Install the server into the rack.
11. Power up the server.

Retaining the recovery key/password

The recovery key/password is generated during BitLocker setup, and can be saved and printed after BitLocker is enabled. When using BitLocker, always retain the recovery key/password. The recovery key/password is required to enter Recovery Mode after BitLocker detects a possible compromise of system integrity.

To help ensure maximum security, observe the guidelines listed in the following procedure list when retaining the recovery key/password.

Procedure

- Always store the recovery key/password in multiple locations.
- Always store copies of the recovery key/password away from the server.
- Do not save the recovery key/password on the encrypted hard drive.

Enabling the Trusted Platform Module

1. During the server startup sequence, press the **F9** key to access System Utilities.
2. From the System Utilities screen, select **System Configuration > BIOS/Platform Configuration (RBSU) > Server Security**.
3. Select **Trusted Platform Module Options** and press the **Enter** key.
4. Select **Enabled** to enable the TPM and BIOS secure startup. The TPM is fully functional in this mode.
5. Press the **F10** key to save your selection.
6. When prompted to save the change in System Utilities, press the **Y** key.
7. Press the **ESC** key to exit System Utilities. Then, press the **Enter** key when prompted to reboot the server.

The server then reboots a second time without user input. During this reboot, the TPM setting becomes effective.

You can now enable TPM functionality in the OS, such as Microsoft Windows BitLocker or measured boot.



CAUTION:

When a TPM is installed and enabled on the server, data access is locked if you fail to follow the proper procedures for updating the system or option firmware, replacing the system board, replacing a hard drive, or modifying OS application TPM settings.

For more information on firmware updates and hardware procedures, see the *HP Trusted Platform Module Best Practices White Paper* on the [Hewlett Packard Enterprise Support Center website](#).

For more information on adjusting TPM usage in BitLocker, see the [Microsoft website](#).

Cabling

Cabling overview

This section provides guidelines that help you make informed decisions about cabling the server and hardware options to optimize performance.

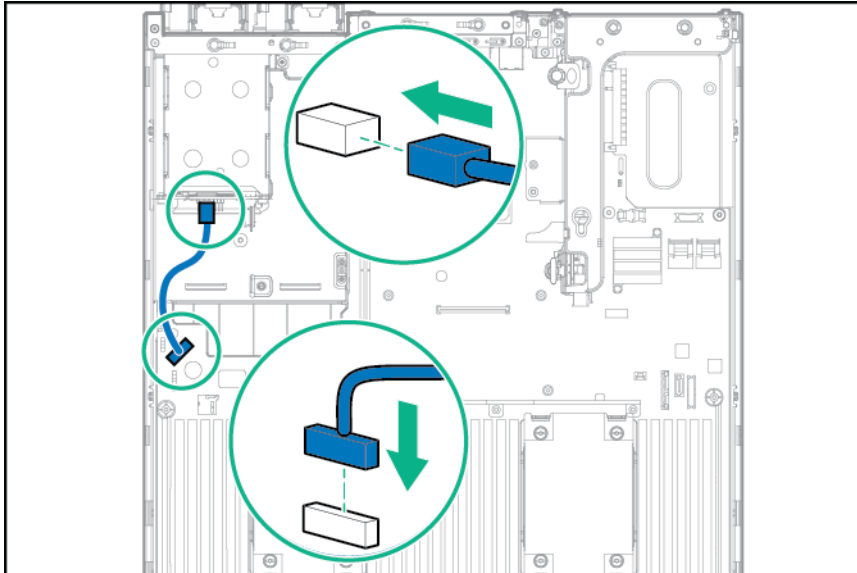
- ⚠ CAUTION:**
When routing cables, always be sure that the cables are not in a position where they can be pinched or crimped.

Two-bay SFF drive cage option cabling

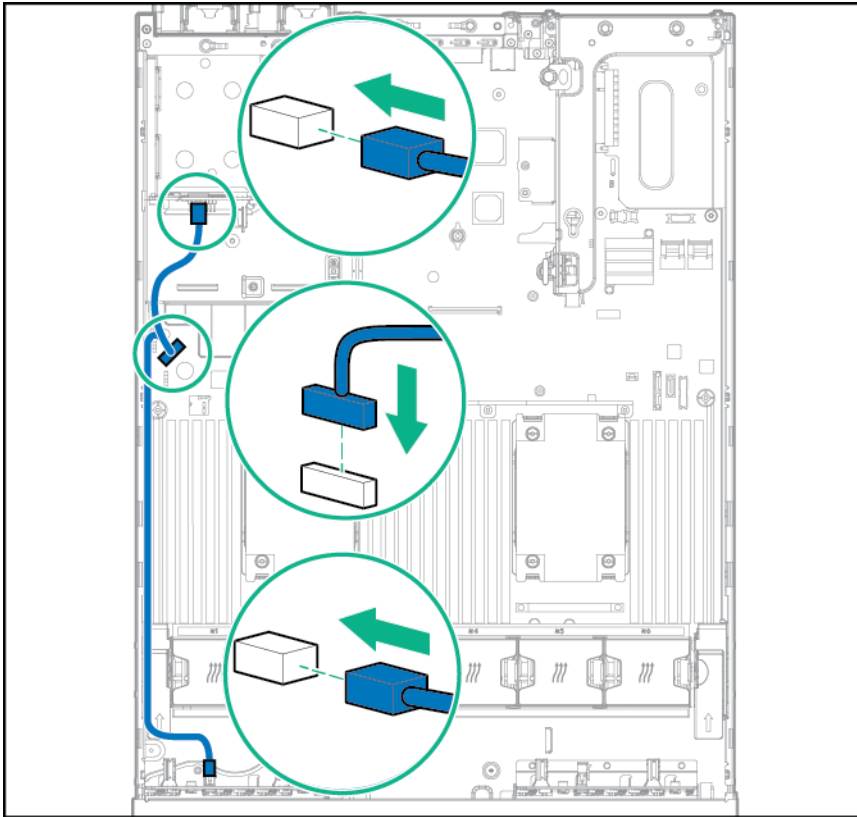
2 SFF drive bay option rear installation

1. Connect the power cable using one of the following connections:

- **Single cable connection with 12 LFF drive configuration in the front**

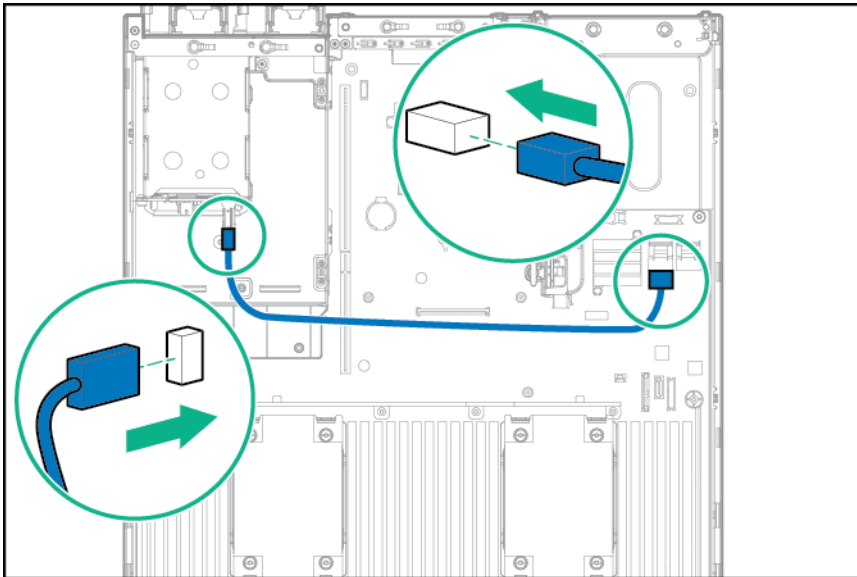


- **Y cable connection with 24 SFF drive configuration in front**

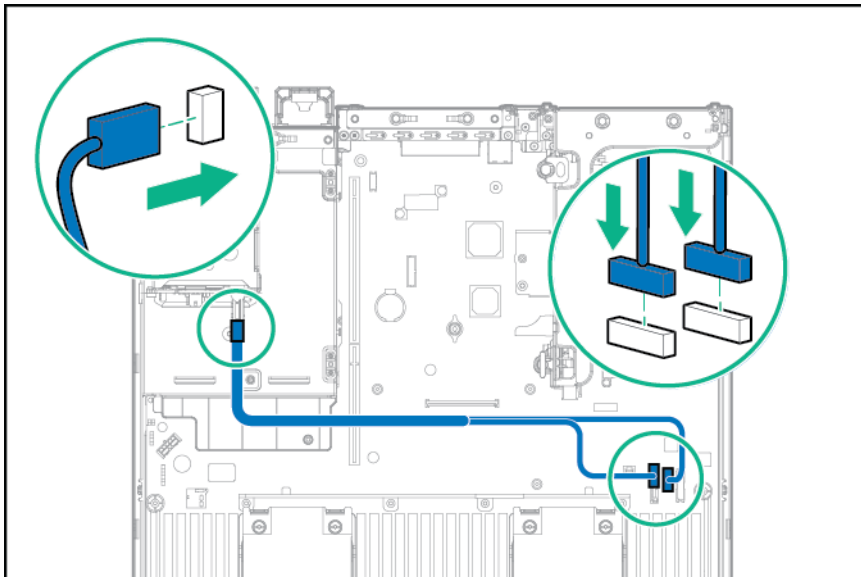


2. Connect the data cable using one of the following connections:

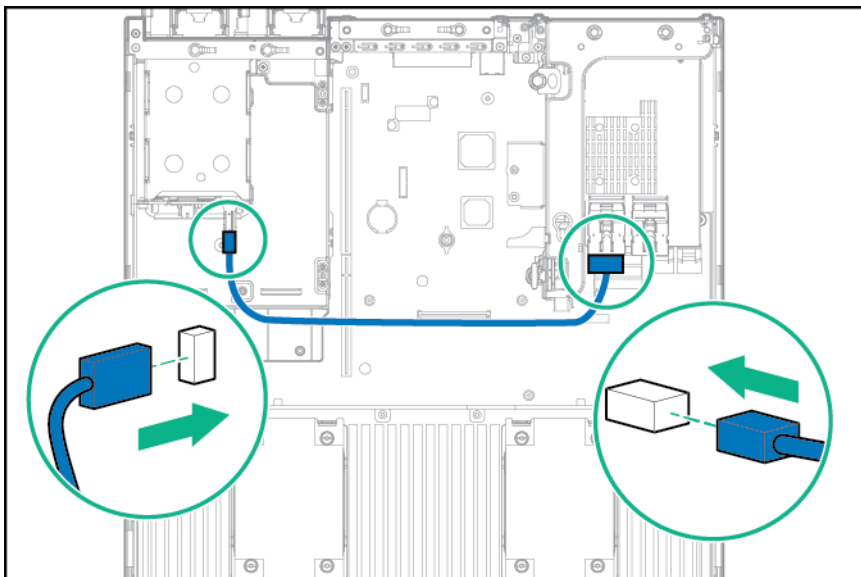
- **Connect to the onboard x4 SATA connector**



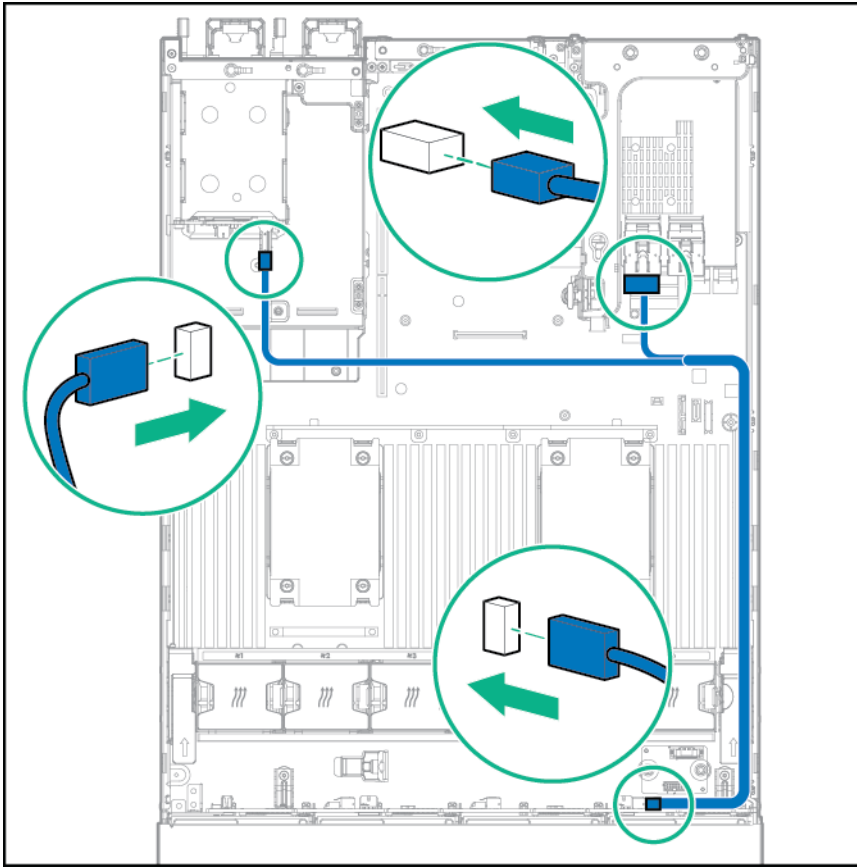
- **Connect to the x2 SATA port and optical disk drive connector**



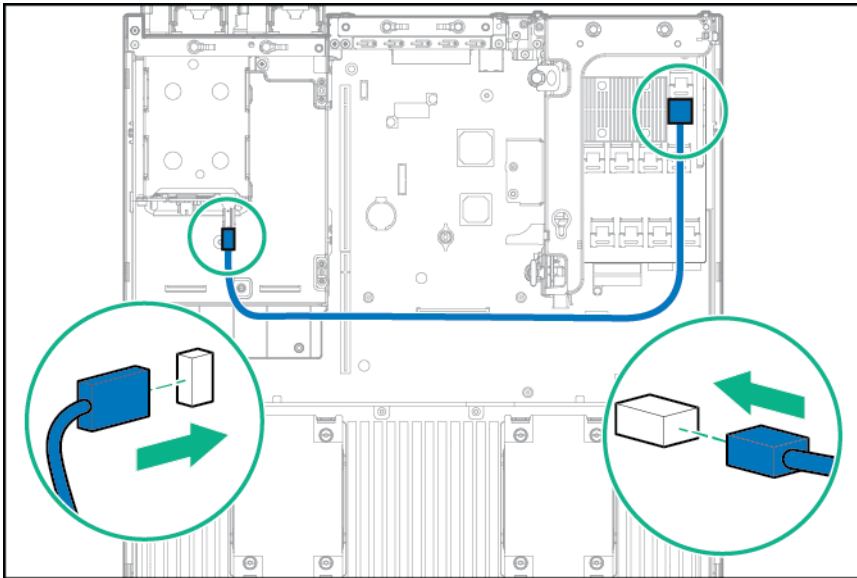
- **Connect to a PCI expansion board**



- **Connect to a PCI expansion board and the 12 LFF drive backplane**

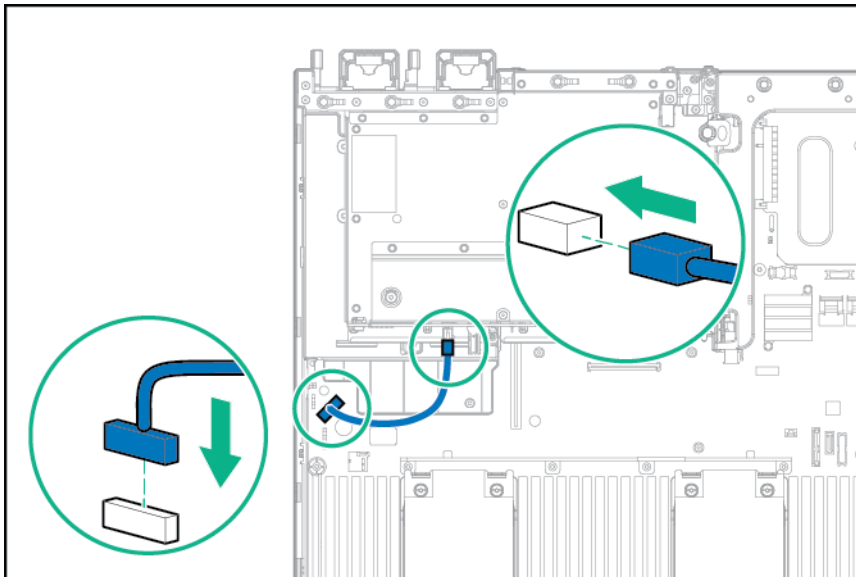


- Connect to an HPE 12G SAS Expander Card



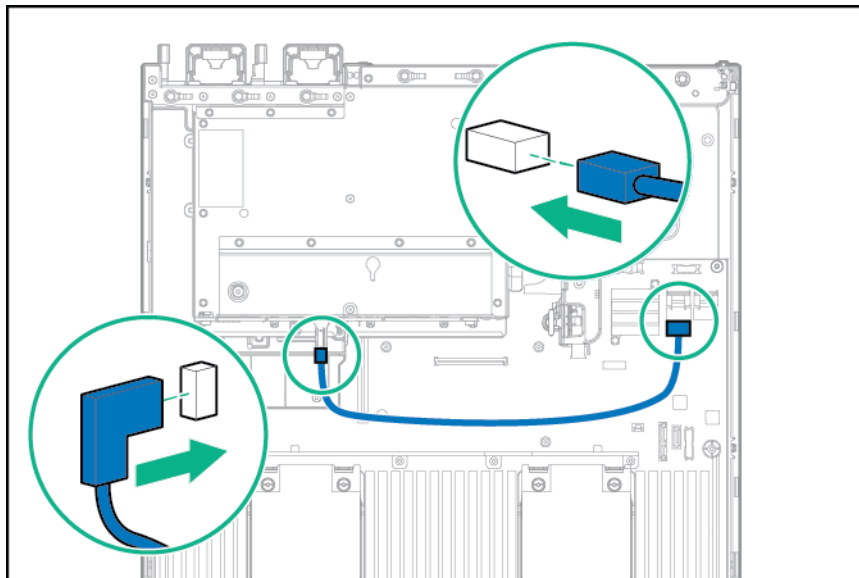
Three-bay LFF rear drive cage cabling

1. Connect the power cable.

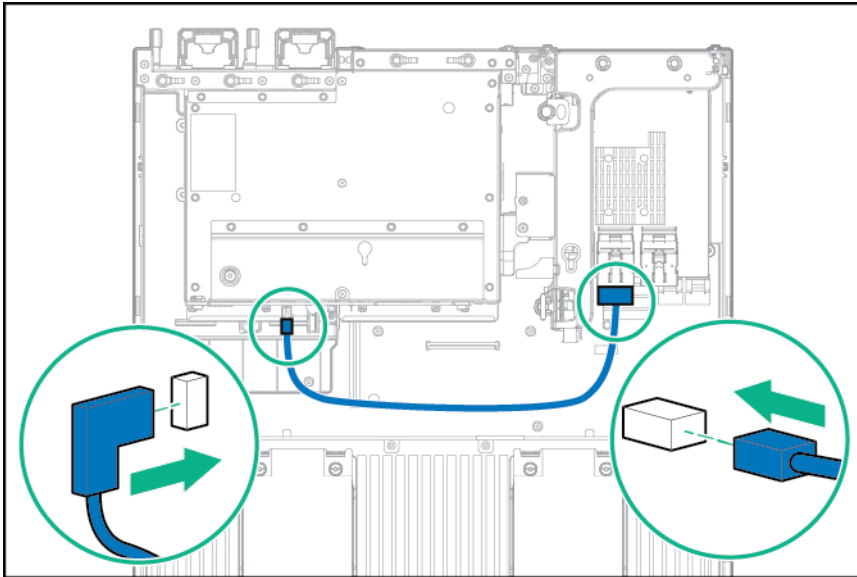


2. Connect the data cable using one of the following connections:

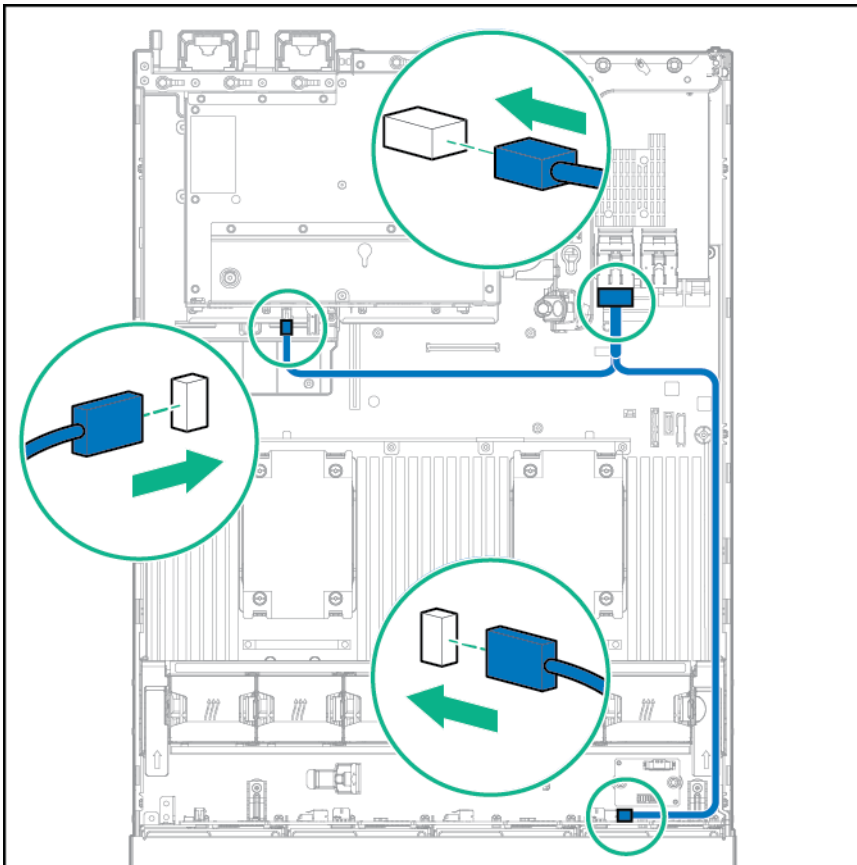
- **Connect to onboard SATA connectors**



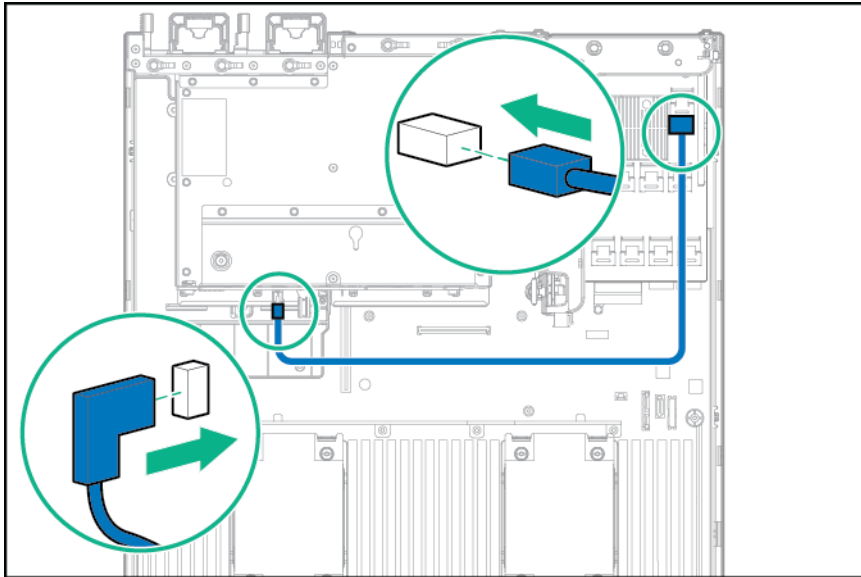
- **Connect to a PCI expansion board**



- **Connect to a PCI expansion board and the 12 LFF drive backplane**



- **Connect to an HPE 12G SAS Expander Card**

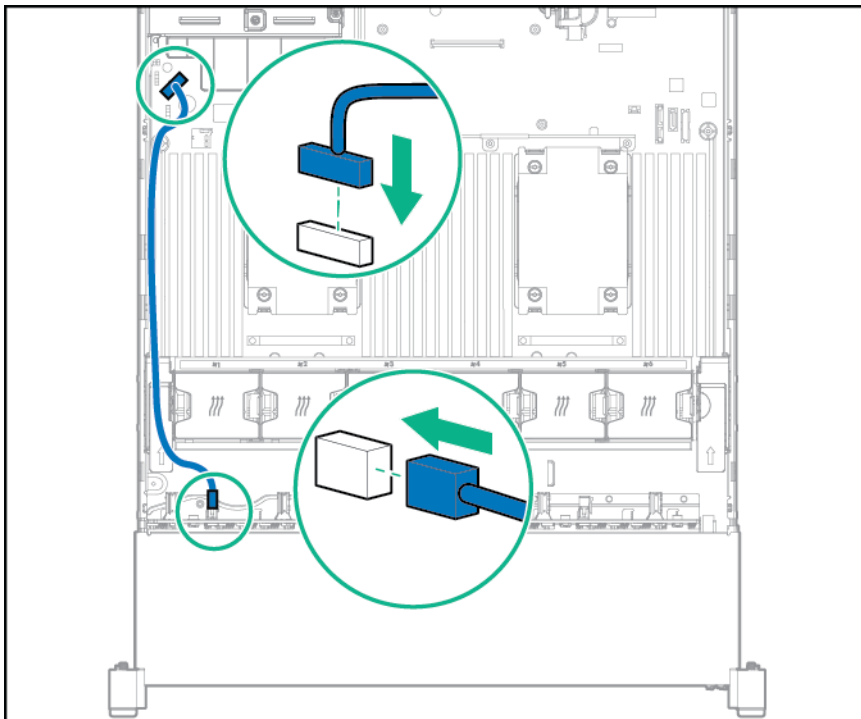


Eight-bay SFF front drive cage cabling

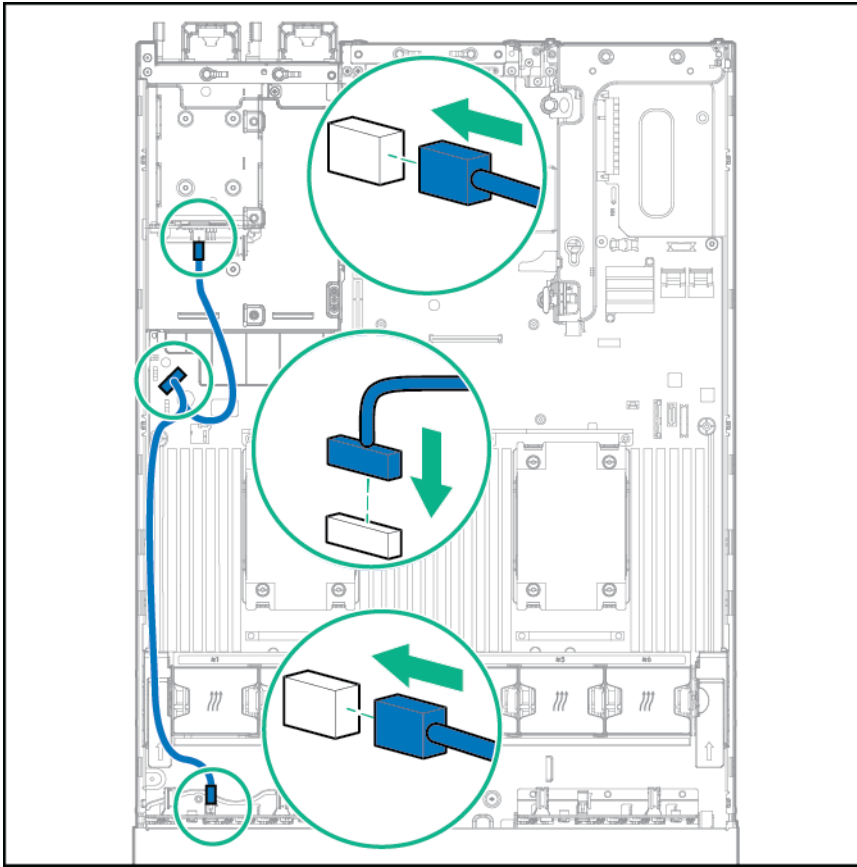
Bay 1 installation

1. Connect the power cable using one of the following connections:

- **Single cable connection**

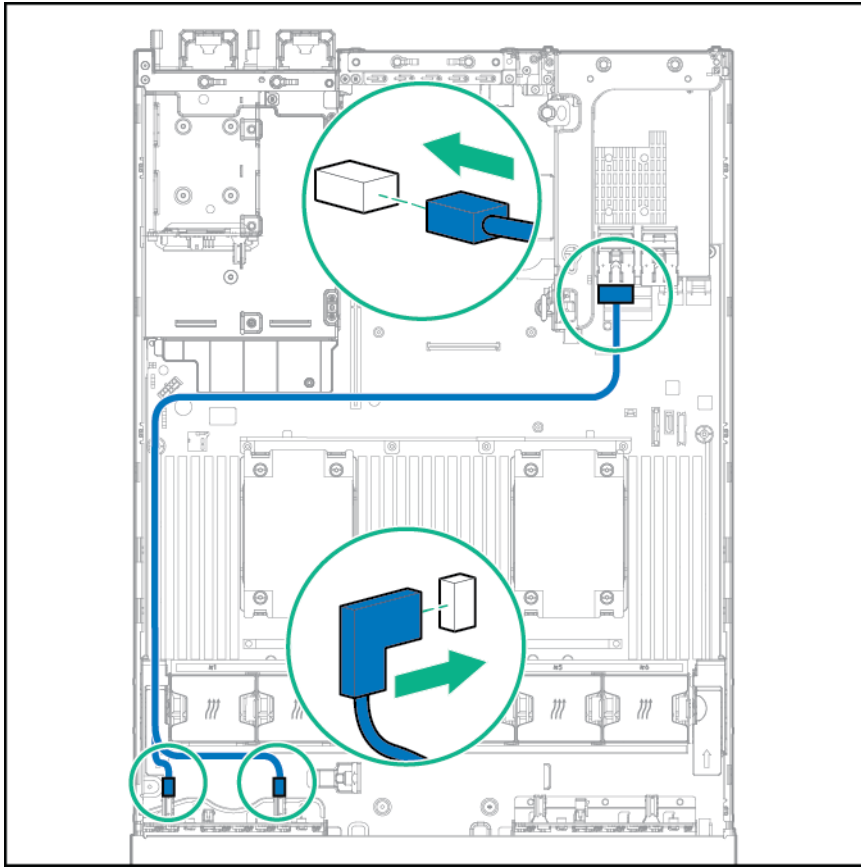


- **Y cable connection if the two-bay SFF drive cage option is installed in the rear bay**

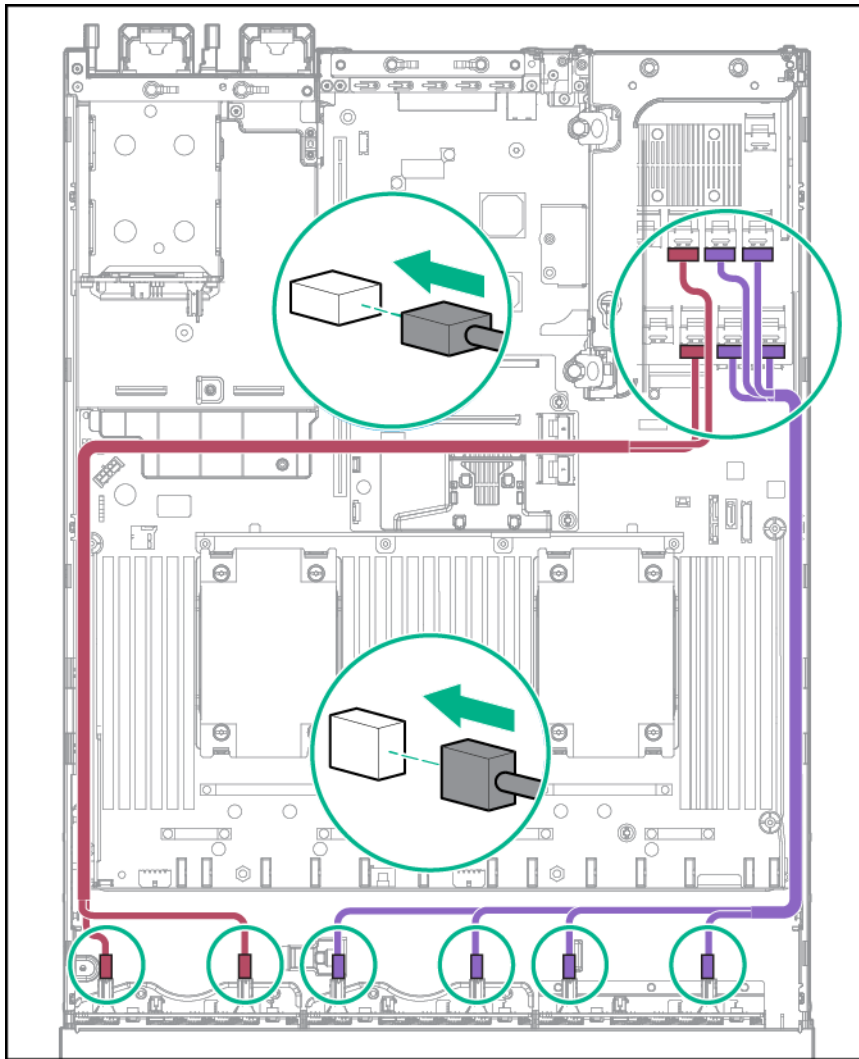


2. Connect the data cable using one of the following connections:

- **Connect to a PCI expansion board**

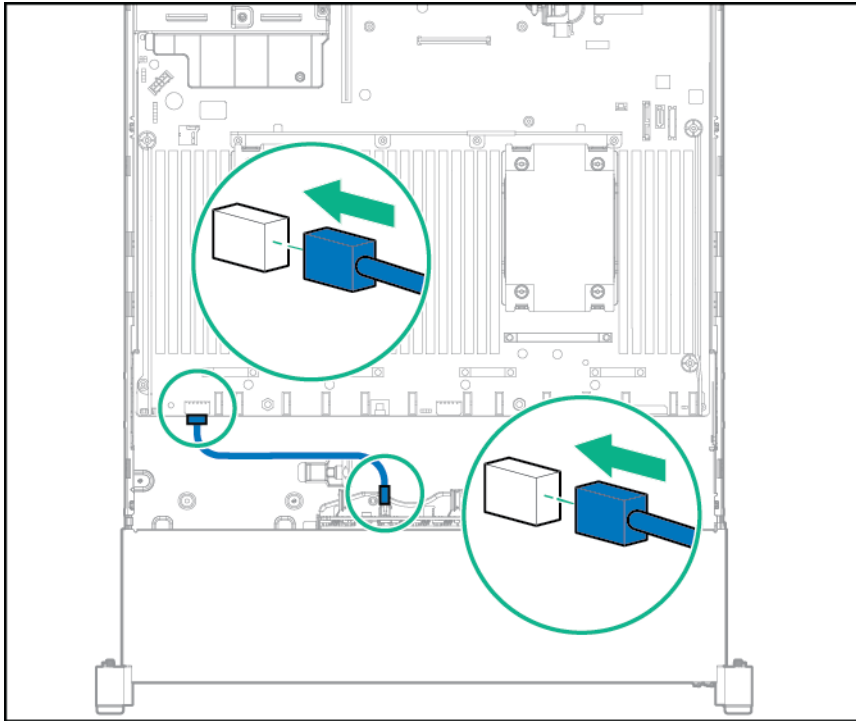


- **Connect to an HPE 12G SAS Expander Card**



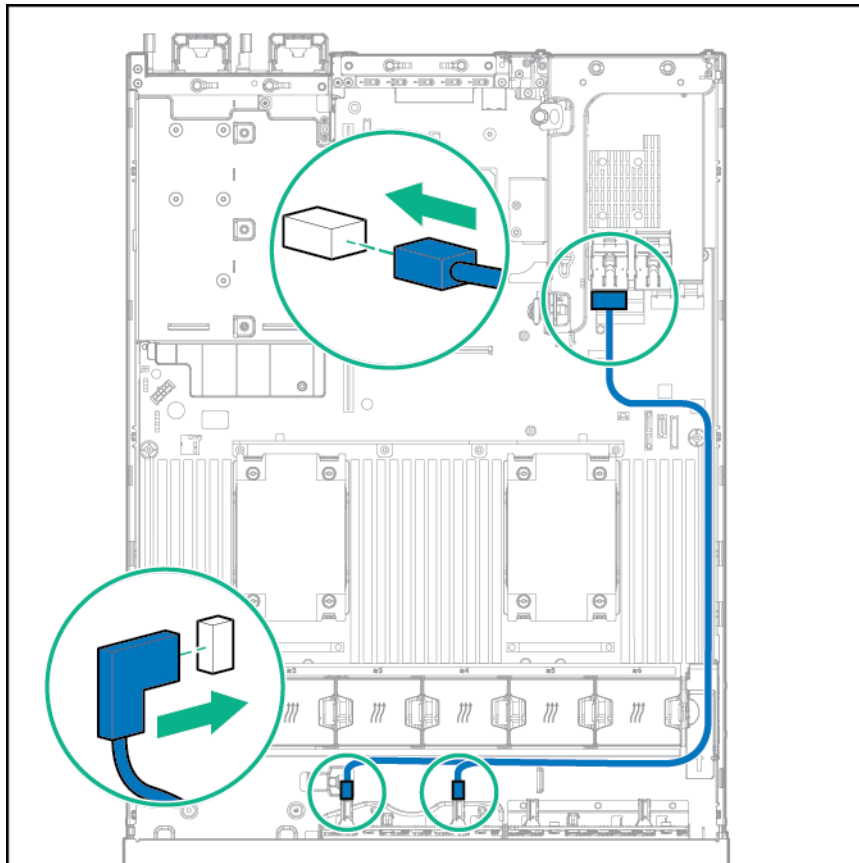
Bay 2 installation

1. Connect the power cable.

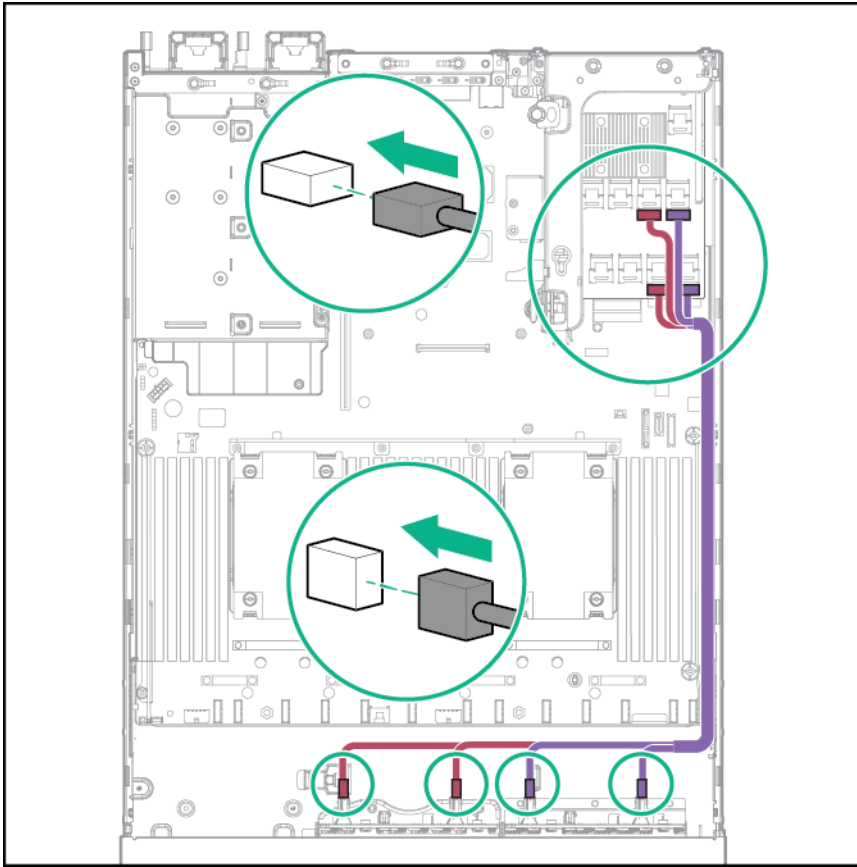


2. Connect the data cable using one of the following connections:

- **Connect to a PCI expansion board**



- **Connect to an HPE 12G SAS Expander Card**



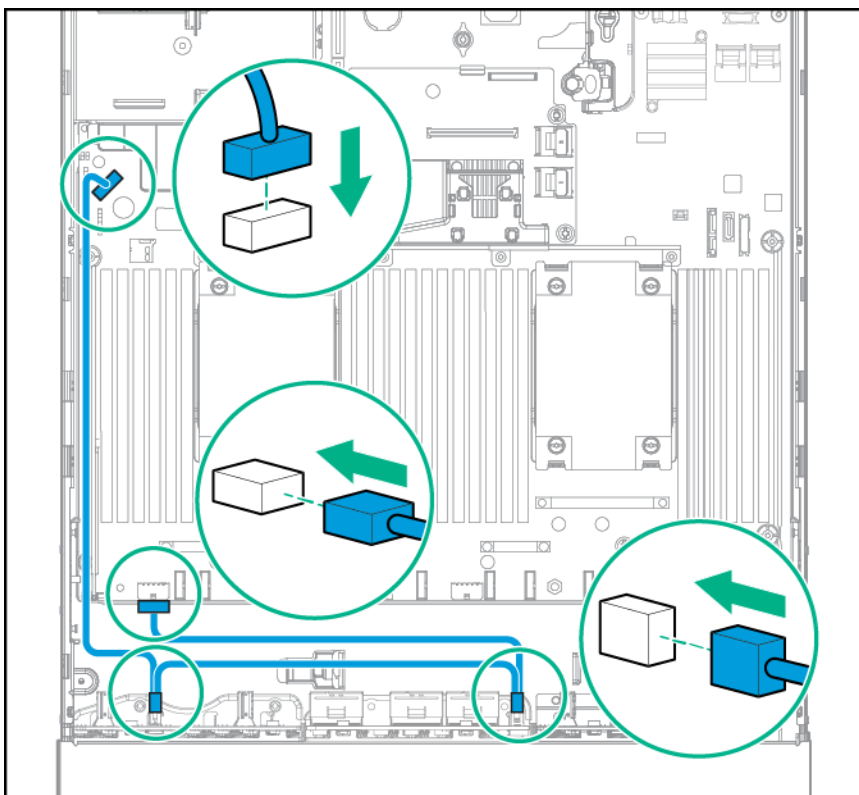
Express Bay Enablement Option cabling options

The Express Bay Enablement option has several options for cabling, depending on the configuration:

- 8SFF drive cage installed in bay 1
- 8SFF drive cage installed in bay 1 and 2SFF drives in the rear of the server
- Drive bay 1 is empty
- 8SFF drive cage installed in bay 1 and 2 SFF drives in the front of the server

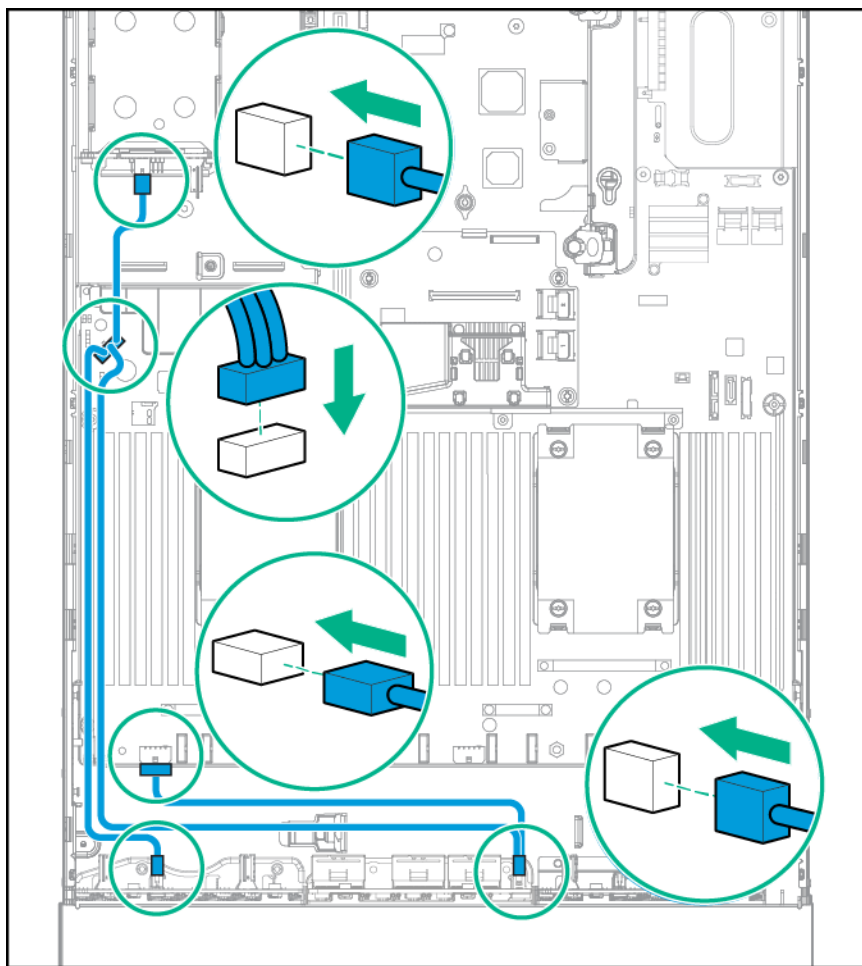
8SFF drive cage installed in bay 1

Connect using the 8SFF drive cage power cable (776399-001).



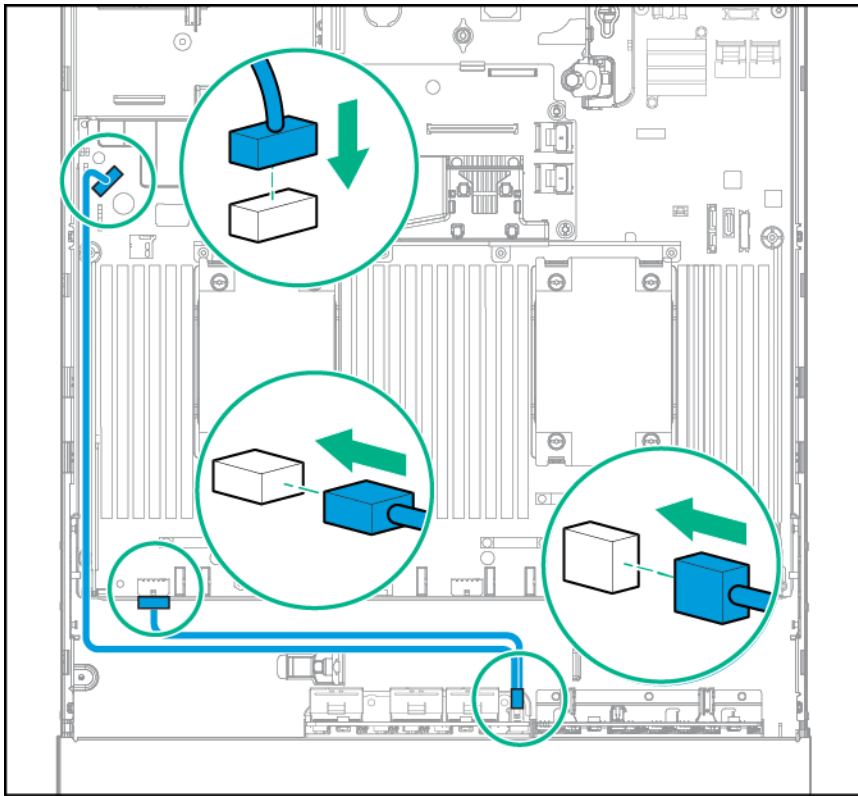
8SFF drive cage installed in bay 1 and 2SFF drives in the rear of the server

Connect using the 8SFF drive cage power cable (776399-001) and the 2SFF drives-rear power cable (776400-001).



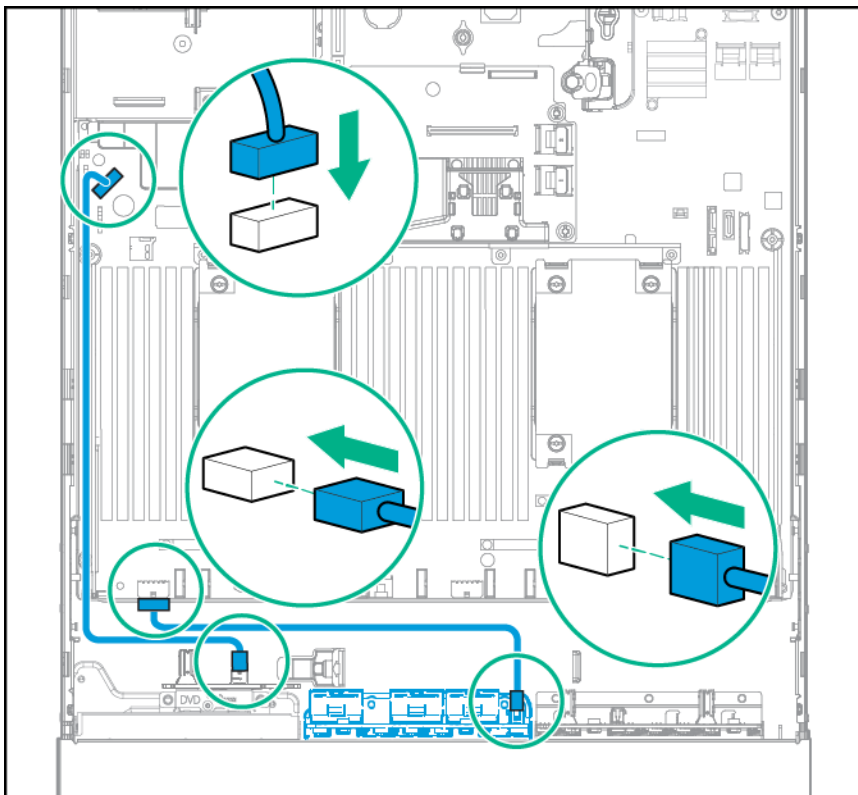
Drive bay 1 is empty

Connect using the NVMe power cable (776392-001).



8SFF drive cage installed in bay 1 and 2 SFF drives in the front of the server

Connect using the 8SFF drive cage power cable (776399-001) and the 2SFF drives-front power cable (795156-001).



Host Bus Adapter and Controller cabling

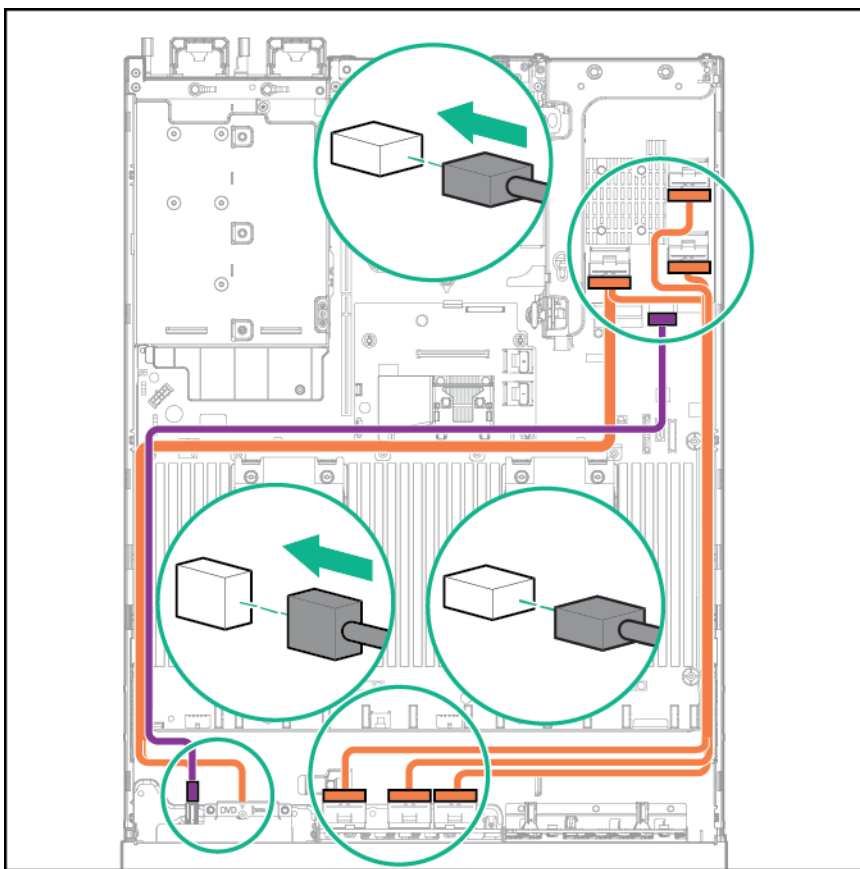
The server supports the HPE H240 Smart Host Bus Adapter and the following controllers:

- HPE Smart Array P440 Controller
- HPE Smart Array P440ar Controller
- HPE Smart Array P840 Controller
- HPE Smart Array P840ar Controller

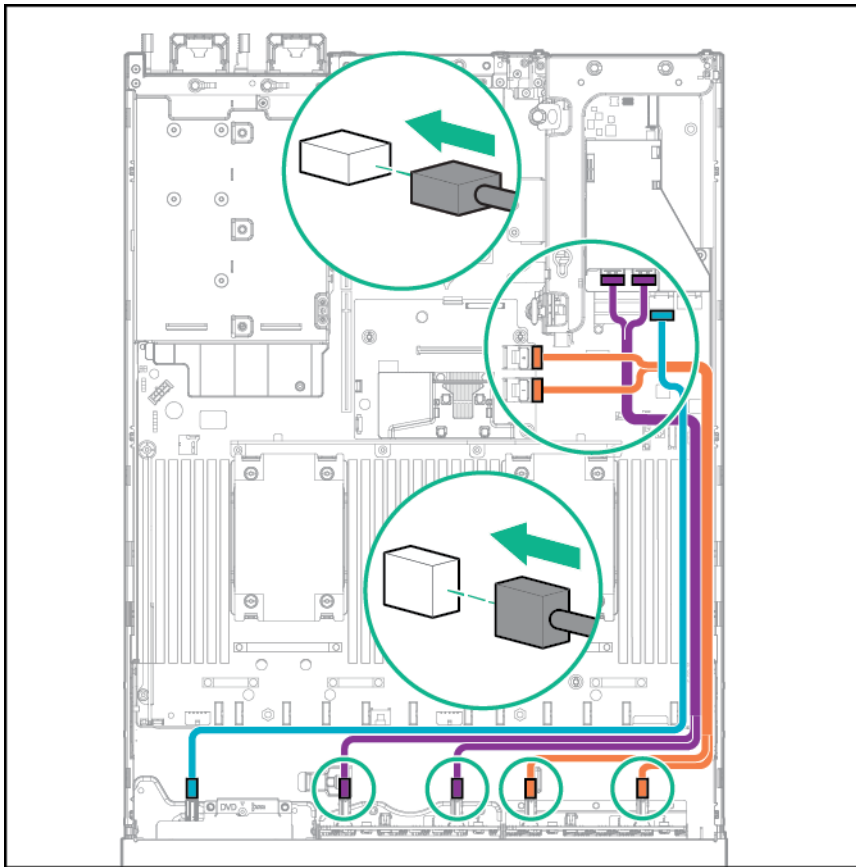
For more information about supported controller, features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the [Hewlett Packard Enterprise website](#).

HPE H240 Smart Host Bus Adapter/Smart Array P440 Controller cabling

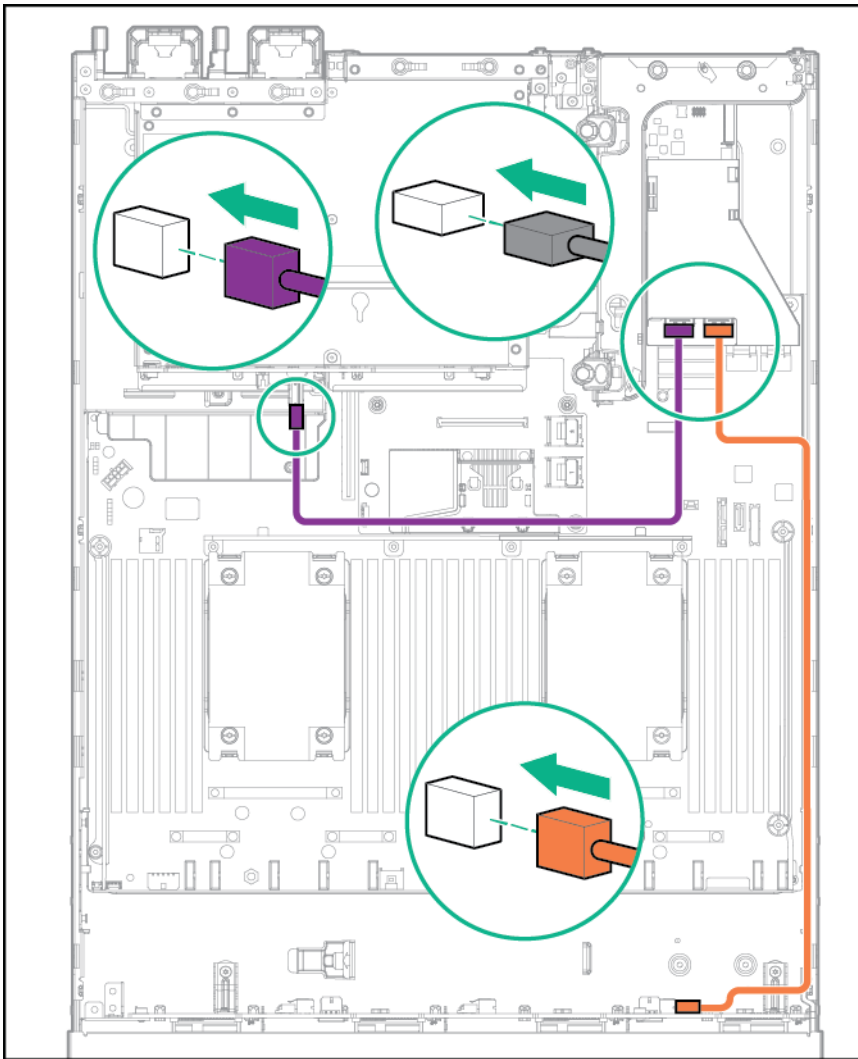
- 8SFF drive cages are installed in bays 1 and 2, and 2SFF drives and VGA/USB are installed in the front of the server (H240 HBA only) — Connect the bay 2 8SFF drive cage cable, the 2SFF drive Mini-SAS cable, and the VGA/USB cable to the H240 HBA.



- 8SFF drive cage is installed in bay 2, 6NVMe drives are installed in bay 1, and 2SFF drives and VGA/USB are installed in the front of the server — Connect the 6NVMe data cable, VGA/USB cable, and the front 2SFF Mini-SAS cable to the H240 HBA/P440 controller.

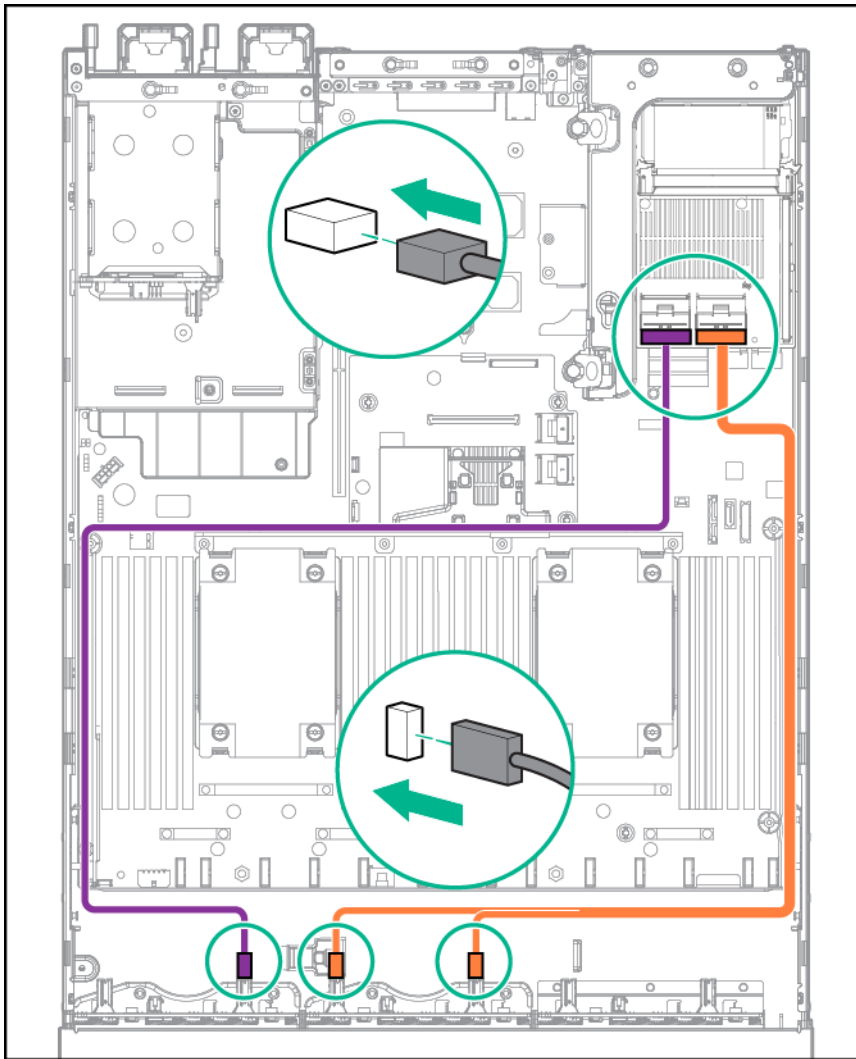


- 12LFF drive cage is installed in the front, and 3LFF drives are installed at the rear of the server — Connect a 12LFF Mini-SAS cable and the 3LFF Mini-SAS cable to the H240 HBA/P440 controller.

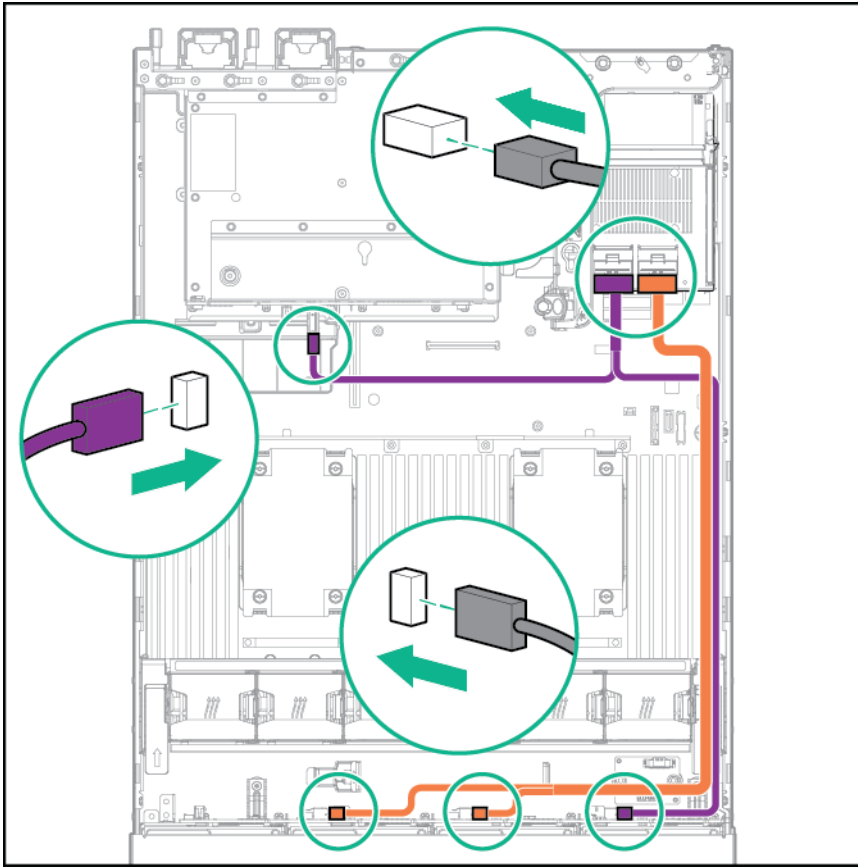


HPE Smart Array P840 Controller cabling

- 24SFF drive configuration — Connect bay 1 and bay 2 Mini-SAS cables to the P840 controller.



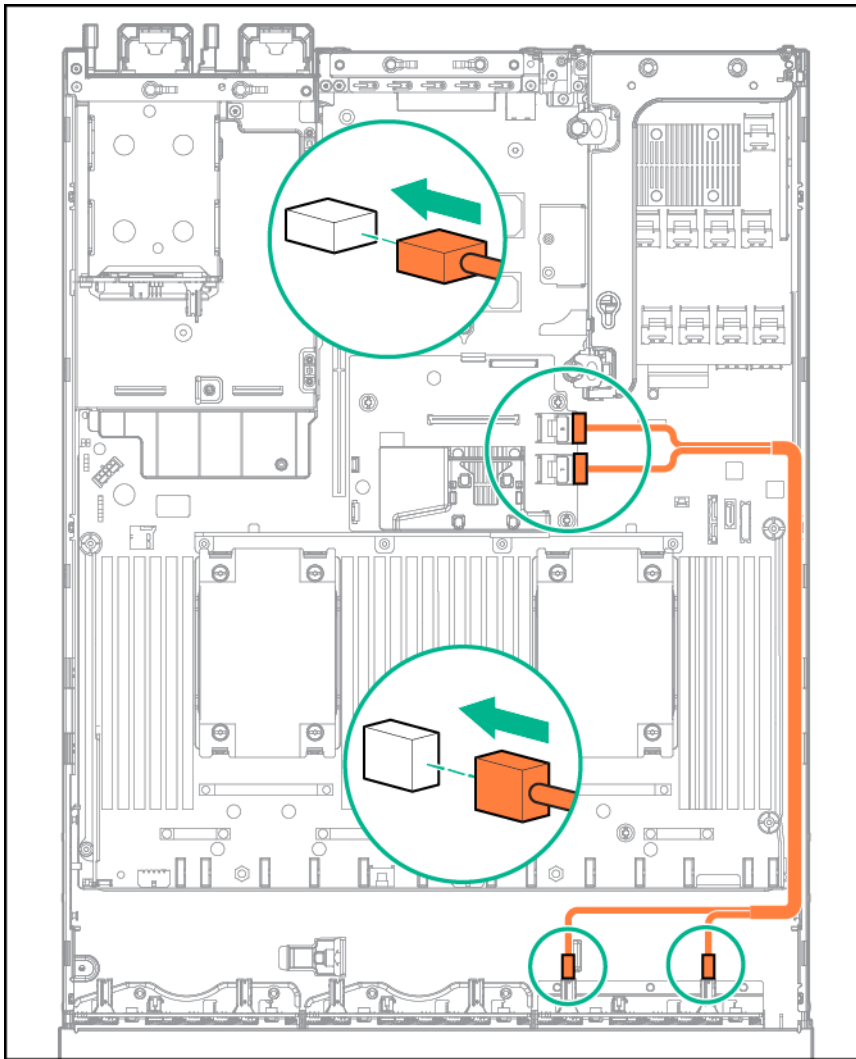
- 12LFF drives are installed in the front, and 3LFF drives are installed at the rear of the server — Connect the 12LFF Mini-SAS cable and the 3LFF Mini-SAS Y cable to the P840 controller.



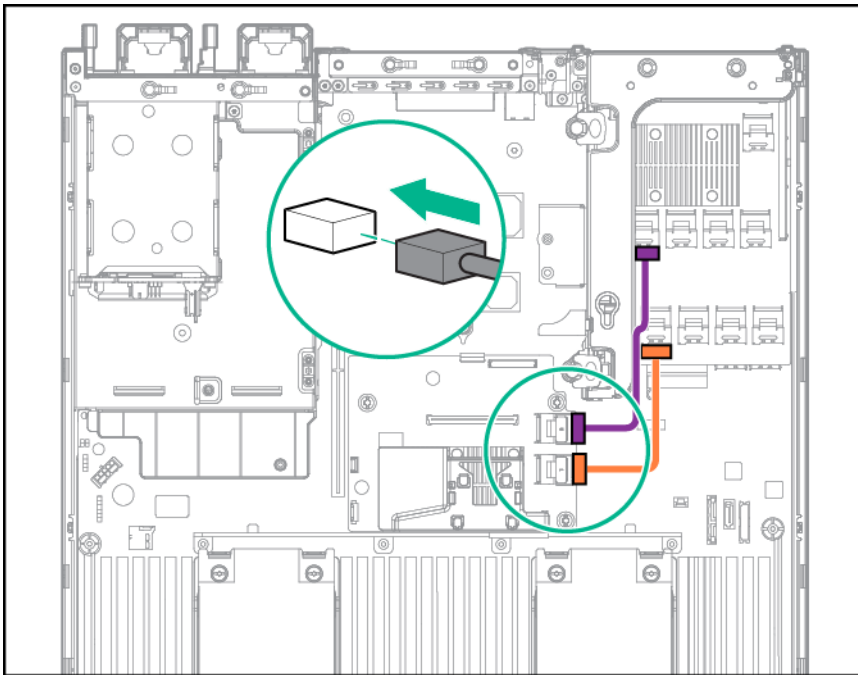
HPE Smart Array P440ar Controller cabling

- Connect the Mini-SAS cable to the P440ar controller for the following configurations:
 - 24SFF drive configuration
 - 16SFF drives with front 2SFF drives and VGA/USB configuration
 - 6NVMe, 8SFF, and front 2SFF drives with VGA/USB configuration

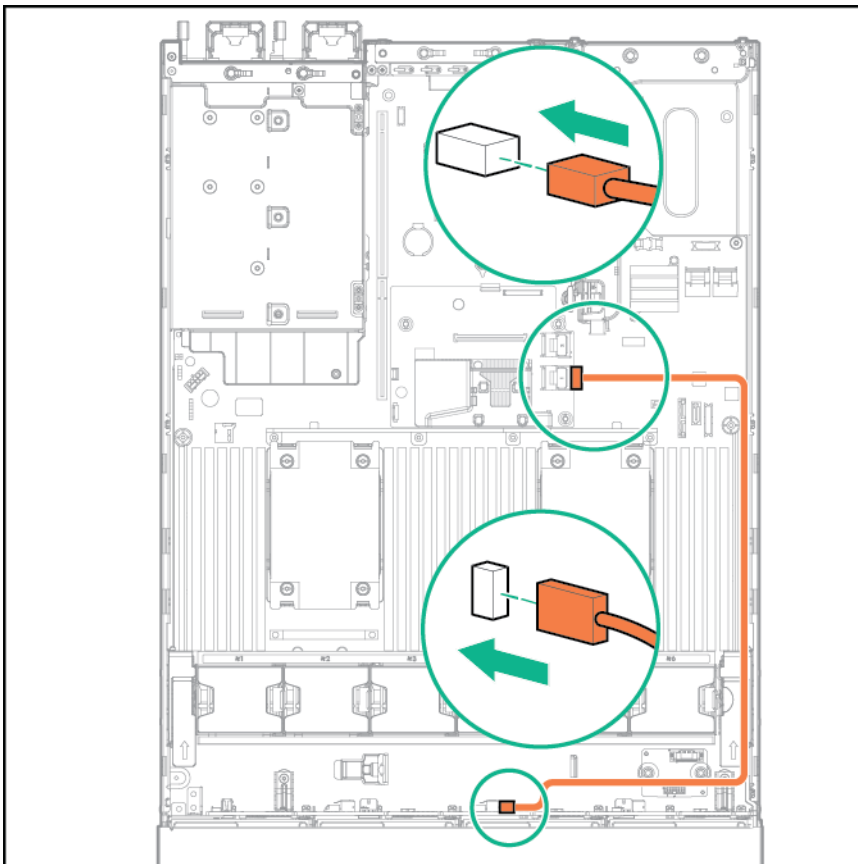
The image below shows the 24SFF configuration. The image might vary from your server depending on the configuration installed. However, the cabling for the P440ar controller remains the same.



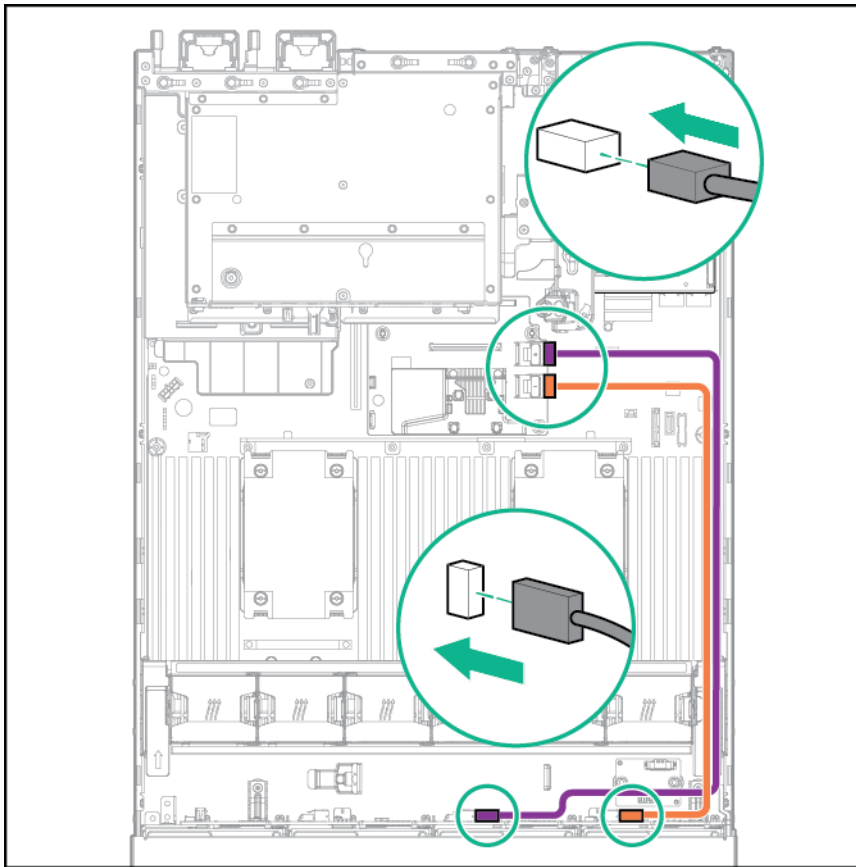
- 24SFF drives at the front and 2SFF drives at the rear of the server — Connect the P440ar controller cables to the 12G SAS Expander port 1 and port 2.



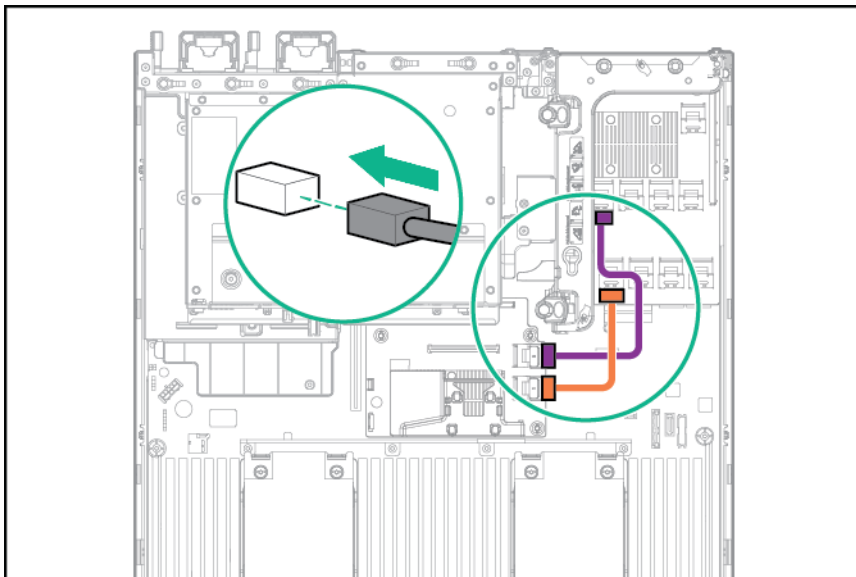
- 4LFF drive configuration — Connect the 4LFF Mini-SAS cable to the P440ar controller.



- 12LFF drives at the front, and 3LFF drives at the rear of the server without the 12G SAS Expander — Connect one 12LFF Mini-SAS cable to the P440ar controller.

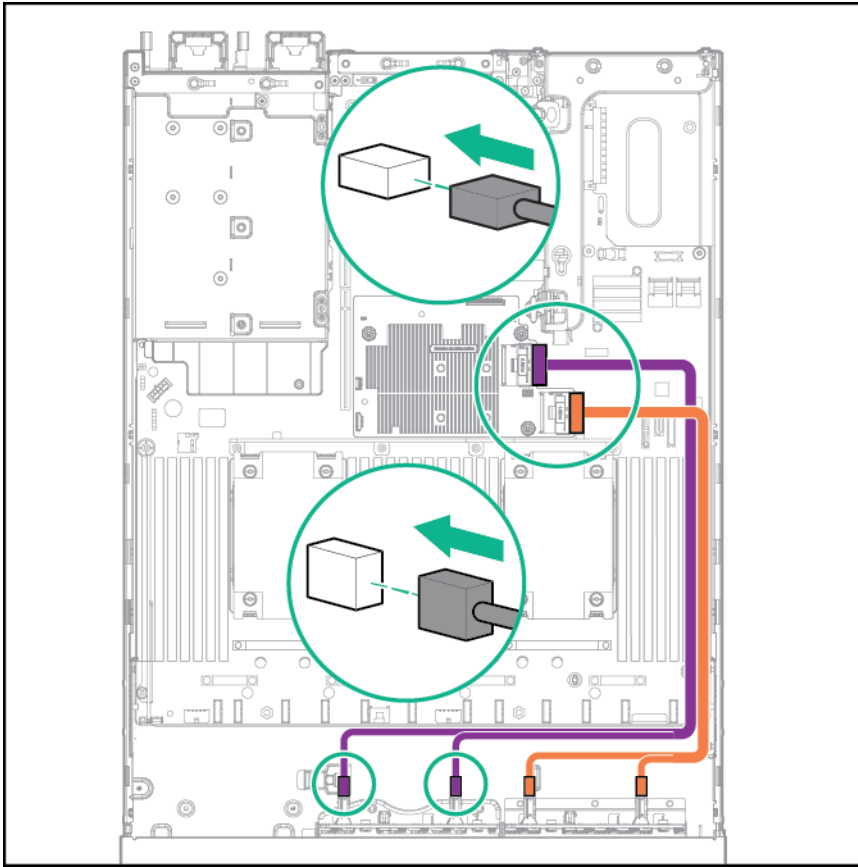


- 12LFF drives at the front, and 3LFF drives at the rear of the server with 12G SAS Expander — Connect the P440ar controller cables to port 1 and port 2 on the 12G SAS Expander.

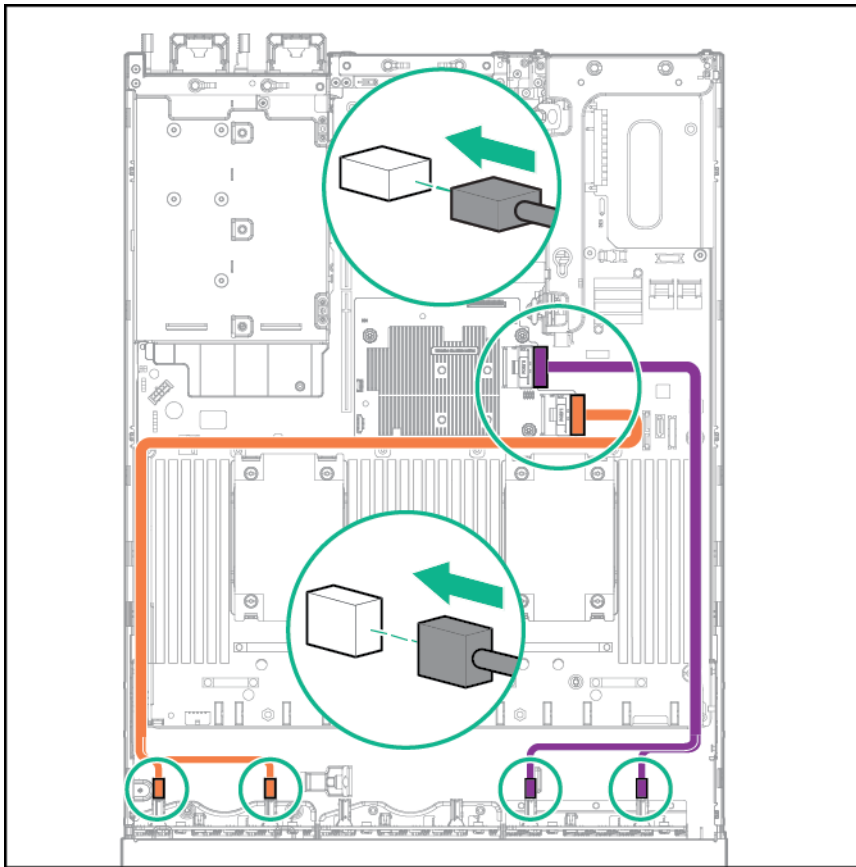


HPE Smart Array P840ar Controller cabling

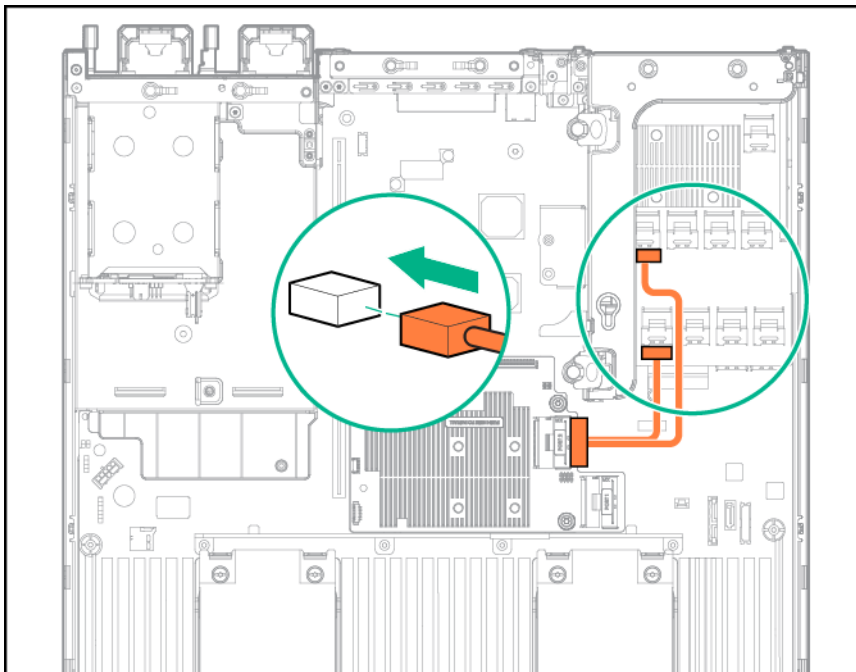
- 16SFF drive configuration — Connect the two Mini-SAS cables to the P840ar controller.



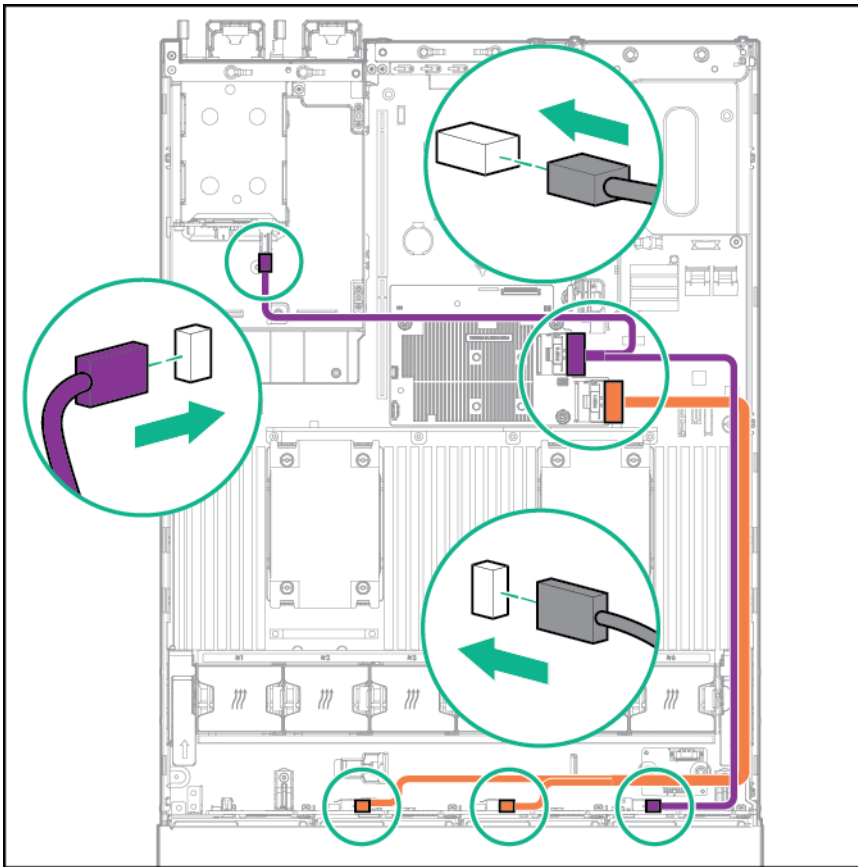
- 16SFF and 6NVMe drives with Express Bay Enablement option installed — Connect the two 8SFF Mini-SAS cables to the P840ar controller.



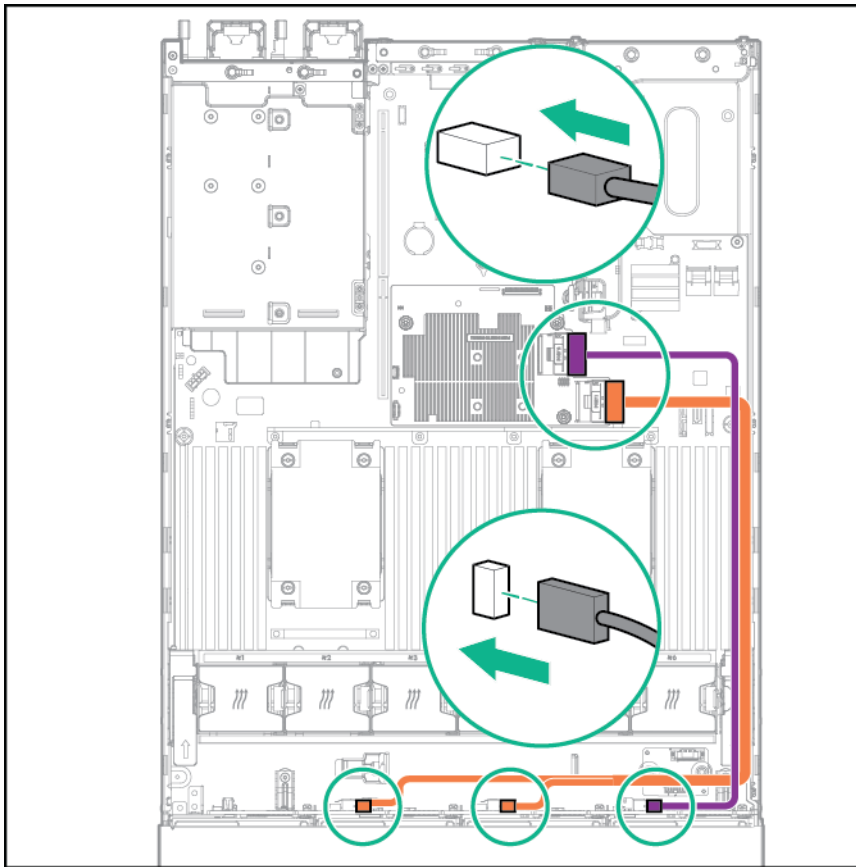
- 24SFF drives at the front, and 2SFF drives at the rear of the server — Connect the P840ar controller Mini-SAS Y cable to the SAS expander.



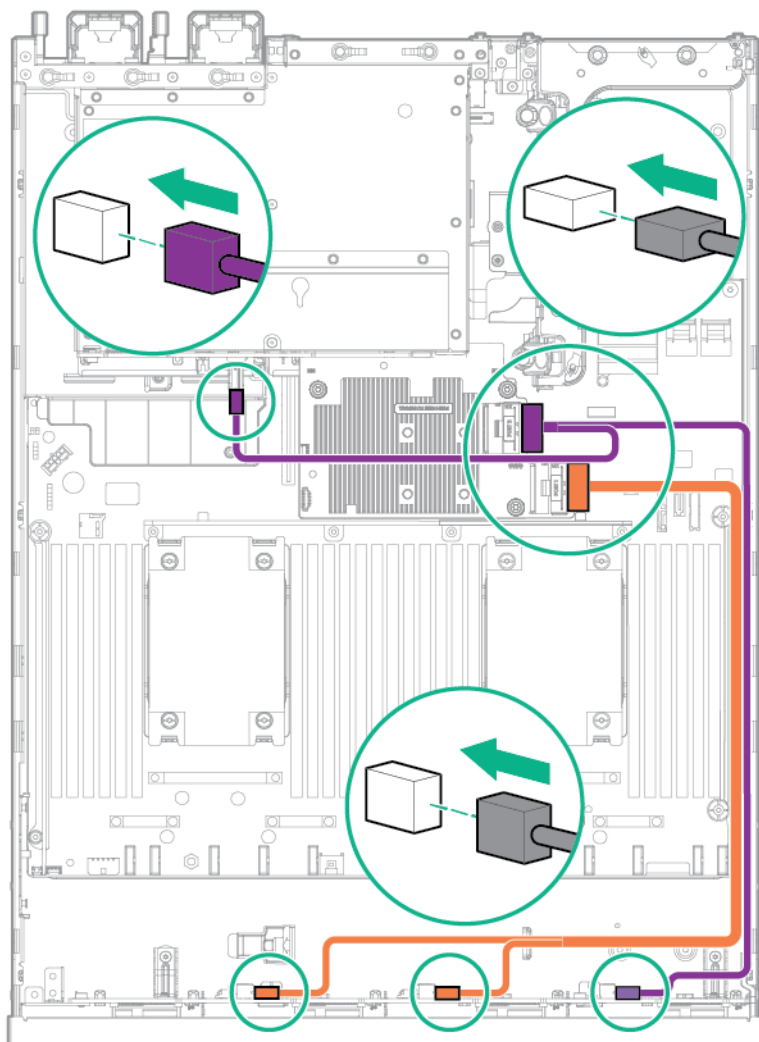
- 12LFF drives at the front, and 2SFF drives at the rear of the server — Connect the 12LFF Mini-SAS cable and the 2SFF Mini-SAS Y cable to the P840ar Controller.



- 12LFF configuration — Connect the two 12LFF Mini-SAS cables to the P840ar controller.

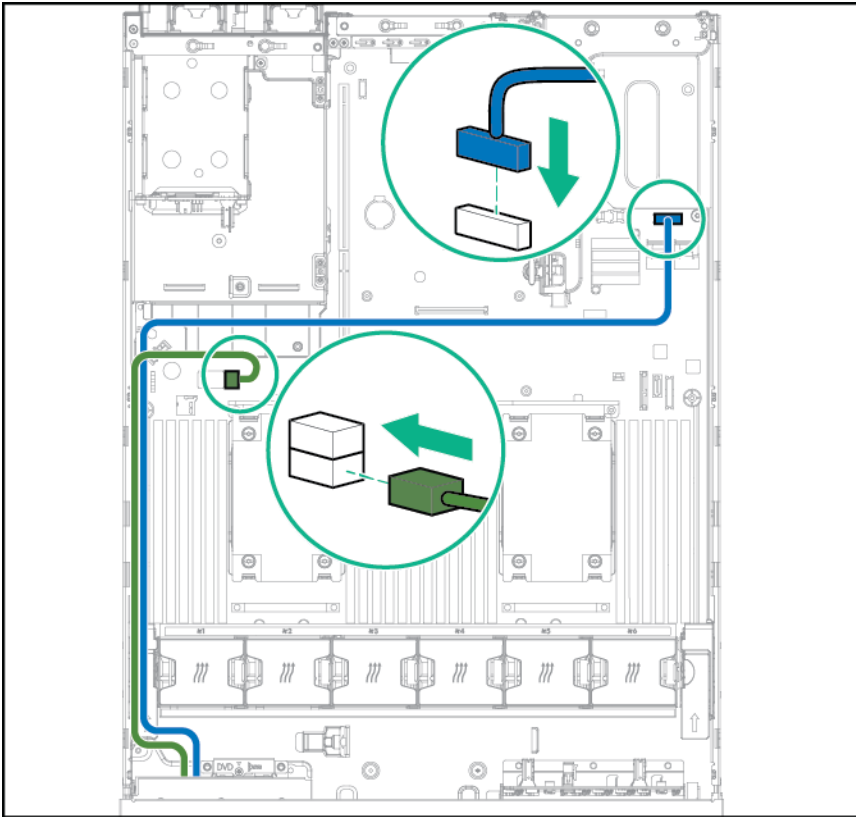


- 12LFF drives at the front, and 3LFF drives at the rear of the server — Connect the 12LFF Mini-SAS cable and the 3LFF Mini-SAS Y cable to the P840ar controller.

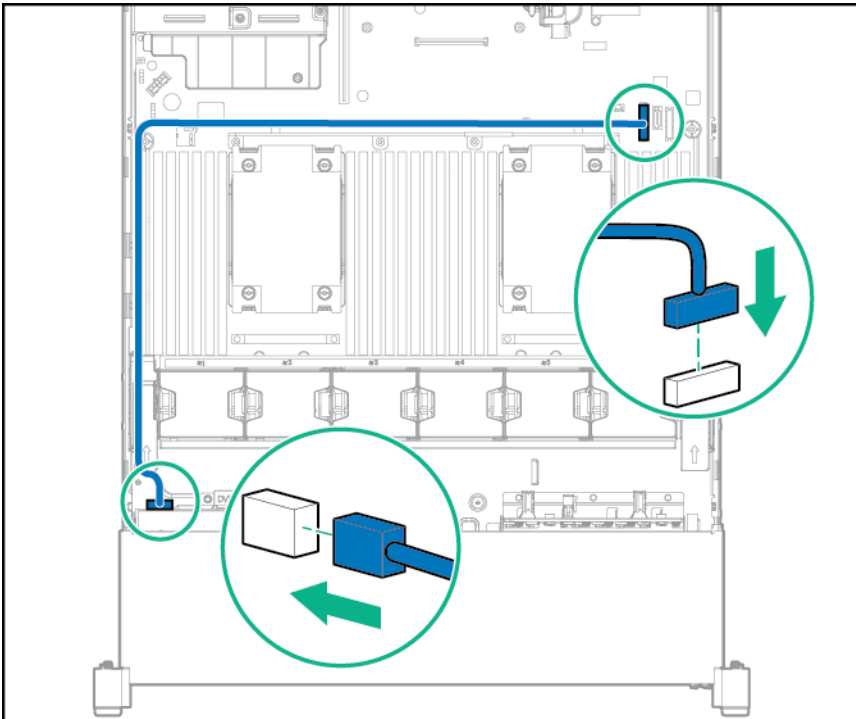


Universal media bay cabling

Connect the VGA cable to the optional VGA connector. Connect the USB cable to the front dual internal USB 3.0 connector.

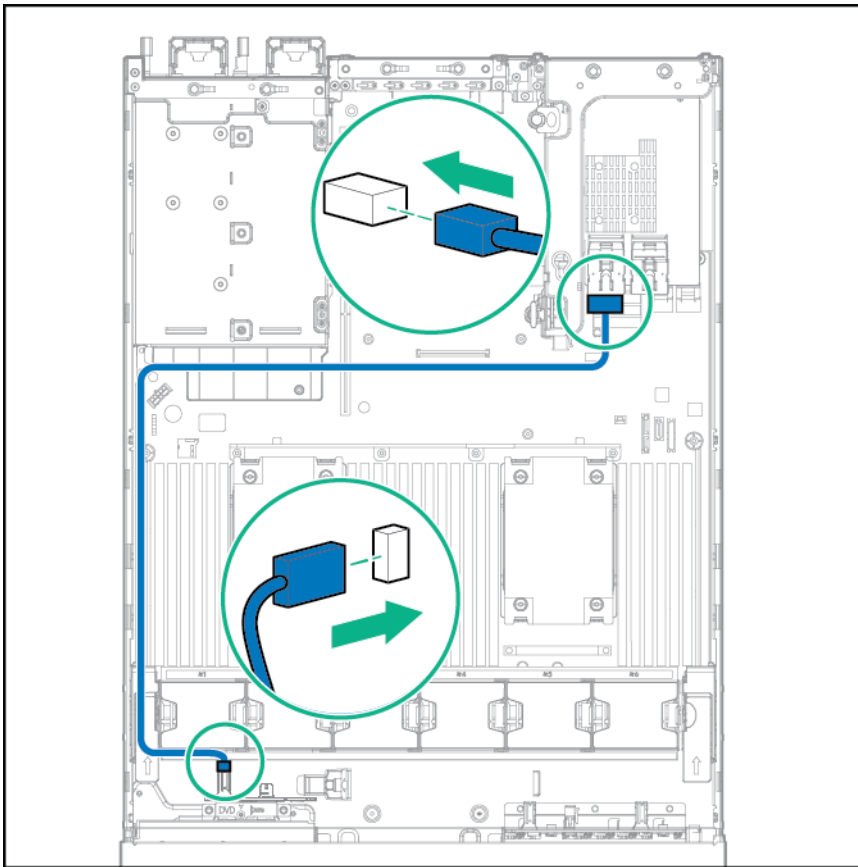


Connect the SATA optical drive cable to the front optical disk drive connector.

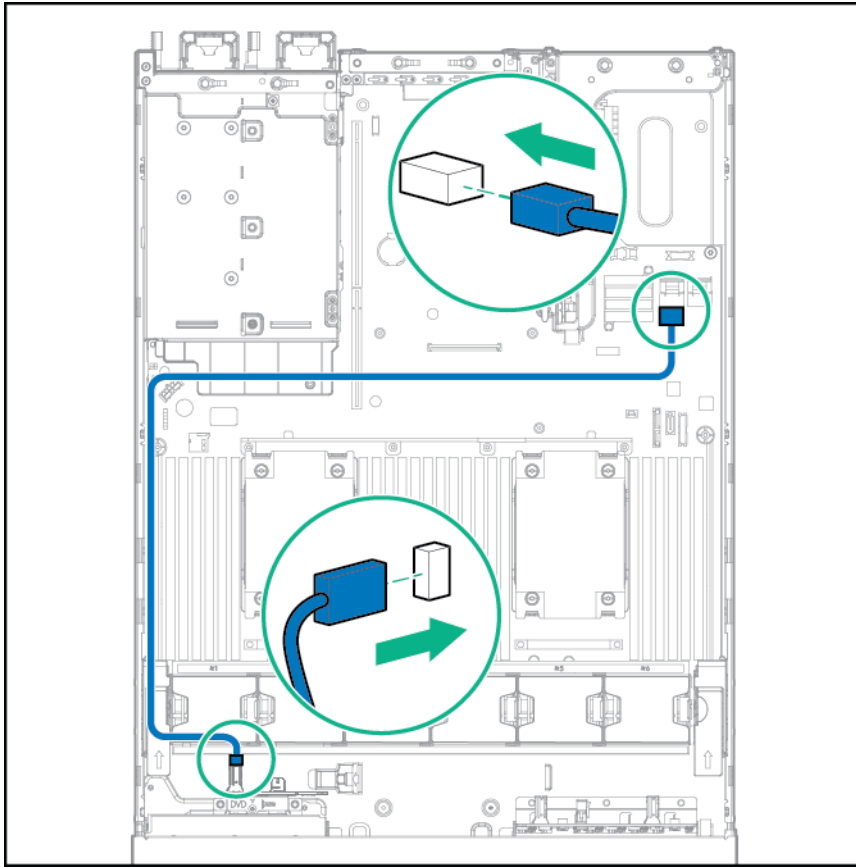


Connect the 2 SFF drive bay data cable to one of the following connections, depending on the configuration:

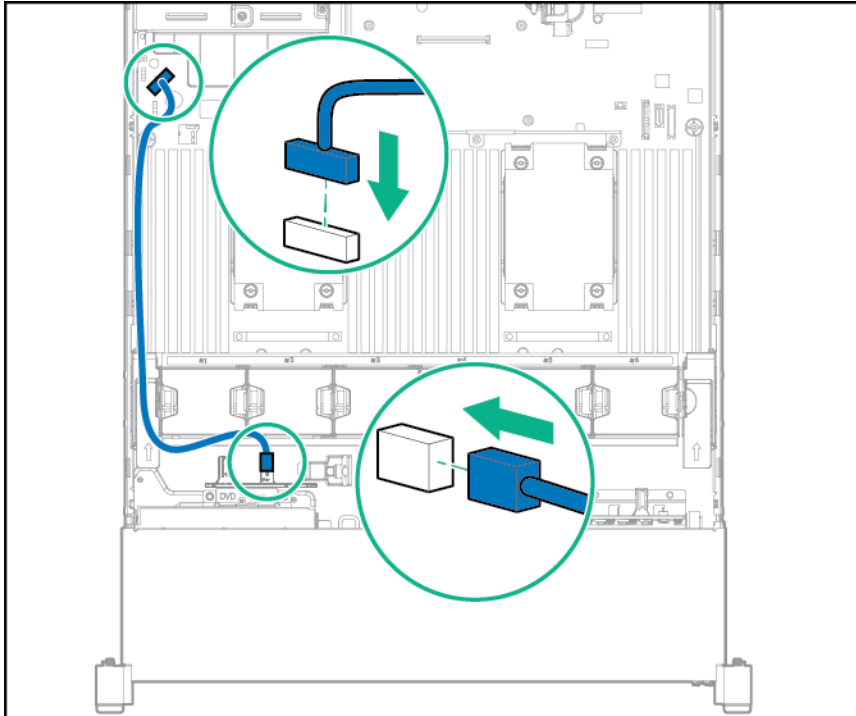
- PCI expansion board



- x4 SATA connector



Connect the 2 SFF drive bay power cable.

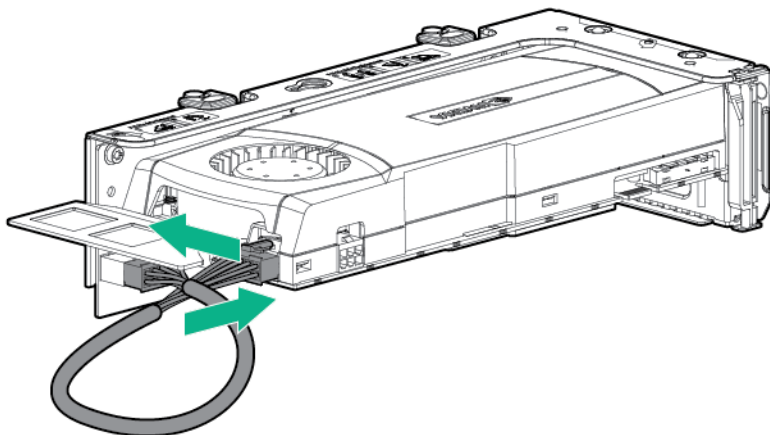


150W PCIe power cable option



CAUTION:

To prevent damage to the server or expansion boards, power down the server and remove all AC power cords before removing or installing the PCI expansion cage.

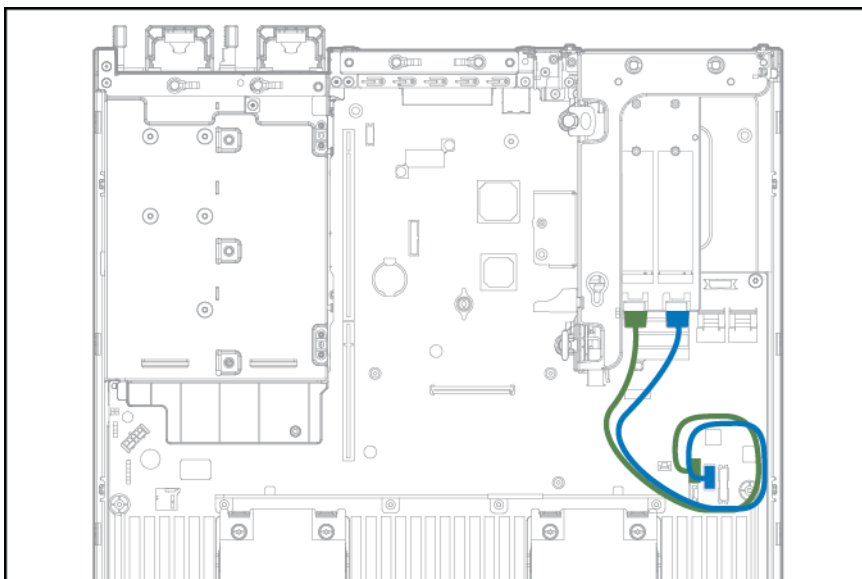


M.2 SSD Enablement Board option cabling

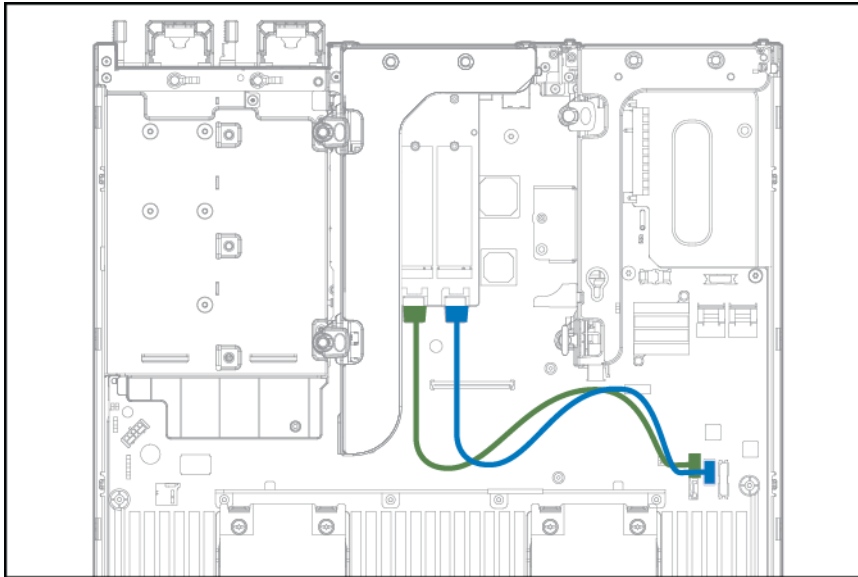
The M.2 SSD Enablement Board option is supported in both the primary and secondary PCI riser cage.

Cable the option according to the location in the server:

- **Primary PCI riser cage**



- **Secondary PCI riser cage**



Software, firmware, and utilities

HPE Pointnext Portfolio

HPE Pointnext delivers confidence, reduces risk, and helps customers realize agility and stability. Hewlett Packard Enterprise helps customers succeed through Hybrid IT by simplifying and enriching the on-premise experience, informed by public cloud qualities and attributes.

Operational Support Services enable you to choose the right service level, length of coverage, and response time to fit your business needs. For more information, see the Hewlett Packard Enterprise website:

<https://www.hpe.com/us/en/services/operational.html>

Utilize the Advisory and Transformation Services in the following areas:

- Private or hybrid cloud computing
- Big data and mobility requirements
- Improving data center infrastructure
- Better use of server, storage, and networking technology

For more information, see the Hewlett Packard Enterprise website:

<http://www.hpe.com/services/consulting>

Proactive notifications

30 to 60 days in advance, Hewlett Packard Enterprise sends notifications to subscribed customers on upcoming:

- Hardware, firmware, and software changes
- Bulletins
- Patches
- Security alerts

You can subscribe to proactive notifications on the [Hewlett Packard Enterprise website](#).

Service Pack for ProLiant

The SPP is a comprehensive systems software (drivers and firmware) solution delivered as a single package with major server releases. This solution uses SUM as the deployment tool and is tested on all supported ProLiant servers including HPE ProLiant Gen8 and later servers.

SPP allows the following operating modes:

- Online mode – The installation occurs while the host processor is running in the normal server environment.
- Offline mode – Boots a small Linux kernel and enables updates to occur on a single server.

For more information or to download SPP, see one of the following pages on the Hewlett Packard Enterprise website:

- [Service Pack for ProLiant download page](#)
- [Smart Update: Server Firmware and Driver Updates page](#)

Server mode

The software and configuration utilities presented in this section operate in online mode, offline mode, or in both modes.

Software or configuration utility	Server mode
HPE iLO on page 193	Online and Offline
Active Health System on page 193	Online and Offline
iLO RESTful API support on page 194	Online and Offline
Integrated Management Log on page 201	Online and Offline
Intelligent Provisioning on page 191	Offline
Erase Utility on page 192	Offline
Scripting Toolkit for Windows and Linux on page 194	Online
Service Pack for ProLiant on page 188	Online and Offline
Smart Update Manager on page 189	Online and Offline
UEFI System Utilities on page 198	Offline
HPE Smart Storage Administrator on page 192	Online and Offline
Updating firmware or System ROM on page 194	Offline

Smart Update Manager

SUM is a product used to install and update firmware, drivers, and systems software on ProLiant servers. SUM provides a GUI, a command-line scriptable interface, and an interactive command-line scriptable interface. The interfaces allow you to deploy firmware, drivers, and software for supported servers.

For more information about SUM, see the product page on the [Hewlett Packard Enterprise website](#).

To download SUM, see the [Hewlett Packard Enterprise website](#).

To access the *Smart Update Manager User Guide*, see the [Hewlett Packard Enterprise Information Library](#).

Operating systems and virtualization software support for ProLiant servers

For information about specific versions of a supported operating system, see the [Hewlett Packard Enterprise website](#).

OS deployment options

For a single server

You can use:

- **Intelligent Provisioning**
- **Installation media (USB or DVD)**

For multiple servers

You can use:

- **Scripting Toolkit (STK)**
- **iLO RESTful Interface Tool**

Deploying an OS from Intelligent Provisioning

Procedure

See the latest Intelligent Provisioning user guide on the **HPE website**.

Deploying an OS from installation media

Prerequisites

Local deployment

For local deployments, be sure to have:

- Installation media (USB or DVD)
- The latest SPP

Remote deployment

For remote deployments, be sure to have:

- Server iLO IP address or domain name
- Access to the iLO web interface
- Virtual installation media mounted in the iLO Integrated Remote Console
- The latest SPP

Procedure

1. Verify that the OS is supported:

<http://www.hpe.com/info/ossupport>

2. Insert the installation media.

On remote deployments, use the iLO remote console to mount the image to a virtual drive. From the iLO Integrated Remote Console window, click **Virtual Drives** and then select how to mount the media.

3. Power up the server.

The iLO virtual power button can also power up the server through the iLO web interface or remote console.

4. Deploy the OS.

To boot the server from the installation media, press **F11** at the boot screen, and then select the boot device.

5. After the OS is installed, **update the drivers**.

Drivers

- ❗ **IMPORTANT:**
Always perform a backup before installing or updating device drivers.

Update drivers using any of the following **Smart Update Solutions**:

- Download the latest Service Pack for ProLiant (includes Smart Update Manager)
- Create a custom SPP download
- Download Smart Update Manager for Linux
- Download specific drivers

To locate the drivers for a server, go to the **Hewlett Packard Enterprise Support Center website**, and then search for the product name/number.

Software

Intelligent Provisioning

Intelligent Provisioning is a single-server deployment tool embedded in ProLiant Gen8 and later servers. Intelligent Provisioning simplifies ProLiant server setup and provides a reliable and consistent way to deploy ProLiant server configurations:

- Intelligent Provisioning prepares the system for installing "off-the-shelf" and Hewlett Packard Enterprise branded versions of operating system software and integrates optimized ProLiant server support software.
- Intelligent Provisioning provides installation help for Microsoft Windows, Red Hat and SUSE Linux, and VMware operating systems. For specific OS support, see the *Intelligent Provisioning Release Notes* on the **Hewlett Packard Enterprise website**.
- Intelligent Provisioning provides maintenance-related tasks using the Perform Maintenance window.

For more information about Intelligent Provisioning software and recovery media downloads, see the **Hewlett Packard Enterprise website**. For consolidated drive and firmware update packages, see the Smart Update: Server Firmware and Driver Updates page on the **Hewlett Packard Enterprise website**.

Software installed with Intelligent Provisioning

When a Windows system is installed using Intelligent Provisioning with Internet access, all the software applications are automatically downloaded and installed. On other operating systems or on a Windows system without Internet access, the following applications are not automatically installed with Intelligent Provisioning. To install the following applications, run SPP.

- ProLiant Agentless Management Service (AMS)
- Network Configuration Utility for Windows
- HPE Smart Storage Administrator (HPE SSA)

- Lights-Out Online Configuration Utility
- Embedded diagnostics

NOTE:

Do the following:

1. Reboot the server.
 2. Press **F9** to access UEFI System Utilities, then select **Embedded Applications > Embedded Diagnostics**.
-

HPE Smart Storage Administrator

The HPE SSA is a configuration and management tool for HPE Smart HBA and Smart Array controller options. The HPE SSA exists in the following interface formats:

- HPE SSA GUI
- HPE SSA CLI
- HPE SSA Scripting

Although all formats support configuration tasks, some of the advanced tasks are available in only one format.

In this server, HPE SSA can be accessed in both online and offline modes. In online mode, SSA is only accessible from the local server.

To access, install, and launch HPE SSA in an online environment, download the HPE SSA executables from the Hewlett Packard Enterprise Support Center website (<http://www.hpe.com/support/hpesc>). Under **Select your HPE product**, enter the product name or number, and then click **Go**.

To access, install, and launch HPE SSA in an offline environment, download the HPE SSA ISO image from the HPE Smart Storage Administrator website:

<http://www.hpe.com/servers/ssa>

For more information, see the *HPE Smart Storage Administrator User Guide*:

http://www.hpe.com/support/SSA_UG_en

Accessing HPE SSA

Procedure

1. On the Intelligent Provisioning home screen, click **Perform Maintenance**.
2. Select **Raid Configuration** from the maintenance options.

The Smart Storage Administrator window is displayed.

Erase Utility

**CAUTION:**

Perform a backup before running the Erase Utility. The utility sets the system to its original factory state, deletes the current hardware configuration information, including array setup and disk partitioning, and erases all connected hard drives completely. Before using this utility, see the instructions in the Intelligent Provisioning User Guide.

Use the Erase Utility to erase drives and Active Health System logs, and to reset UEFI System Utilities settings. Run the Erase Utility if you must erase the system for the following reasons:

- You want to install a new operating system on a server with an existing operating system.
- You encounter an error when completing the steps of a factory-installed operating system installation.

To access the Erase Utility, click the Perform Maintenance icon from the Intelligent Provisioning home screen, and then select **Erase**.

For more information about the Erase Utility, see the *Intelligent Provisioning User Guide* on the **Hewlett Packard Enterprise website**.

HPE iLO

iLO is a remote server management processor embedded on the system boards of HPE ProLiant and Synergy servers. iLO enables the monitoring and controlling of servers from remote locations. HPE iLO management is a powerful tool that provides multiple ways to configure, update, monitor, and repair servers remotely. iLO (Standard) comes preconfigured on HPE servers **without an additional cost or license**.

Features that enhance server administrator productivity are licensed. For more information, see the iLO documentation on the **Hewlett Packard Enterprise website**.

Active Health System

The Active Health System monitors and records changes in the server hardware and system configuration.

The Active Health System provides:

- Continuous health monitoring of over 1600 system parameters
- Logging of all configuration changes
- Consolidated health and service alerts with precise time stamps
- Agentless monitoring that does not affect application performance

The Agentless Management Service is available in the SPP, which can be downloaded from the **Hewlett Packard Enterprise website**. The Active Health System log can be downloaded manually from iLO 4 or Intelligent Provisioning and sent to Hewlett Packard Enterprise.

For more information, see the following documents:

- *iLO User Guide* on the **Hewlett Packard Enterprise website**
- *Intelligent Provisioning User Guide* on the **Hewlett Packard Enterprise website**

Active Health System data collection

The Active Health System does not collect information about your operations, finances, customers, employees, or partners.

Examples of data that is collected:

- Server model and serial number
- Processor model and speed
- Storage capacity and speed

- Memory capacity and speed
- Firmware/BIOS and driver versions and settings

The Active Health System does not parse or change operating system data from third-party error event log activities (for example, content created or passed through the operating system).

Active Health System log

The data collected by the Active Health System is stored in the Active Health System log. The data is logged securely, isolated from the operating system, and separate from customer data.

When the Active Health System log is full, new data overwrites the oldest data in the log.

It takes less than 5 minutes to download the Active Health System log and send it to a Hewlett Packard Enterprise support professional to help you resolve an issue.

When you download and send Active Health System data to Hewlett Packard Enterprise, you agree to have Hewlett Packard Enterprise use the data for analysis, technical resolution, and quality improvements. The data that is collected is managed according to the privacy statement, available on the [**Hewlett Packard Enterprise website**](#).

iLO RESTful API support

HPE iLO 4 firmware version 2.00 and later includes the iLO RESTful API. The iLO RESTful API is a management interface that server management tools can use to perform configuration, inventory, and monitoring of the ProLiant server via iLO. The iLO RESTful API uses basic HTTPS operations (GET, PUT, POST, DELETE, and PATCH) to submit or return JSON-formatted data with iLO web server.

HPE iLO 4 2.30 and later is Redfish 1.0-conformant while remaining backward compatible with the existing iLO RESTful API.

HPE iLO 4 supports the iLO RESTful API with ProLiant Gen8 and later servers. For more information about the iLO RESTful API, see the [**Hewlett Packard Enterprise website**](#).

Scripting Toolkit for Windows and Linux

The STK for Windows and Linux is a server deployment product that delivers an unattended automated installation for high-volume server deployments. The STK is designed to support ProLiant servers. The toolkit includes a modular set of utilities and important documentation that describes how to apply these tools to build an automated server deployment process.

The STK provides a flexible way to create standard server configuration scripts. These scripts are used to automate many of the manual steps in the server configuration process. This automated server configuration process cuts time from each deployment, making it possible to scale rapid, high-volume server deployments.

For more information or to download the STK, see the [**Hewlett Packard Enterprise website**](#).

Firmware

Updating firmware or System ROM

To update system ROM, use one of the following:

- [**Updating firmware using SPP**](#) on page 195
- [**Updating firmware using Intelligent Provisioning**](#) on page 195
- [**Updating firmware using iLO web interface**](#) on page 196*

- [Updating firmware using UEFI GUI](#) on page 197*
- [Updating firmware using UEFI CLI](#) on page 196*

*Before using iLO or the UEFI firmware update utility, download the ROM file for your server from the [Hewlett Packard Enterprise support site](#).

Updating firmware using SPP

See "[Service Pack for ProLiant](#) on page 188".

Updating firmware using Intelligent Provisioning

HPE servers and their installed hardware options are pre-loaded with the latest firmware. However, updated firmware might be available. For ProLiant servers, use the Firmware Update utility to find and apply the latest firmware. For HPE Synergy compute modules, use HPE OneView to update the firmware. Intelligent Provisioning updates can be performed when an SPP update is available.

NOTE:

Firmware Update reflects the latest updates available as per the baseline defined in the latest SPP. Newer updates that were added outside of the latest SPP baseline do not appear on the updates list.

Procedure

1. On the Intelligent Provisioning home screen, click **Perform Maintenance**.
2. Select **Firmware Update** from the maintenance options.

The system searches for firmware on the source configured in the System Software Update settings. This might take a few minutes; wait for the display to generate the results.

NOTE:

Alternatively, you can download and copy the SPP ISO to a DVD or USB key. To download SPP, see the website ([https://www.hpe.com/go/spp](#)). For instructions on using the ISO, see the *SPP quick start guide* on the website ([https://www.hpe.com/go/spp](#)).

3. After the system retrieves the firmware data, it checks the installed hardware components to suggest items to update. Depending on the search, you might be prompted to click **Continue** to begin the hardware components check.
4. This might take a few minutes; wait for the display to generate the results.

NOTE:

If no new firmware is available, the current version is displayed in the Firmware Update screen.

5. Select the items to update, and then click **Install**.
6. The **Review Updates** screen displays the selected items.

NOTE:

Intelligent Provisioning does not detect all hard disk driver firmware updates. If you need to update HDD firmware, and Intelligent Provisioning does not detect the firmware update, deploy updates from the SPP.

7. To install all of the selected components, click **Continue**.
To perform the update, click **Continue** on the notification that the installation cannot be canceled.

8. Click **Launch now** to initiate the firmware update process.
9. Click **Reboot** at the completion of the firmware update process.

Updating firmware using iLO web interface

Prerequisites

The iLO IP address or PQDN/FQDN is needed to connect to the iLO web interface.

Procedure

1. Download the flash file from the Hewlett Packard support site (<http://www.hpe.com/info/hpesc>). After finding your server, set the filter to Independent OS to display ROM files.
2. Using a web browser, connect to the iLO web interface using the iLO IP address or PQDN/FQDN.
3. Select **Firmware & OS Software**.
4. Select **Update Firmware**.
5. Verify the file location is set to **Local file**.
6. Select **Browse...**, and then select the flash file.
7. Click the **Flash** button.

The installation is complete.

Updating firmware using UEFI CLI

- UEFI Shell documentation (http://www.hpe.com/support/UEFIGen9_SG_en)
- Type `help -b` for a list of commands
- Type `help <command> -b` for command usage

Procedure

1. Download the flash file from the Hewlett Packard support site (<http://www.hpe.com/info/hpesc>). After finding your server, set the filter to Independent OS to display ROM files.
2. Copy the file to a USB or iLO virtual media.
3. Attach the media to the server.
If updating remotely through iLO, attach the media to your workstation.
4. Boot the server to **System Utilities > Embedded Applications > Embedded UEFI Shell**.
The UEFI Shell screen appears.
5. Press any key to acknowledge that you are physically present.
This step ensures that certain features, such as disabling Secure Boot or managing the Secure Boot certificates using third-party UEFI tools, are not restricted
6. If an administrator password is set, enter the password, and then press **Enter**.
The `Shell>` prompt is displayed.

7. Display the file system mappings, and then get the file system volume name for the USB or virtual media.

```
Shell>map -r
```

The mapping table is displayed.

8. Change the working directory to the USB or virtual media.
For example, if the USB volume name is FS0:, then enter

```
Shell>FS0:
```

9. List the devices in the server with firmware.

```
FS0:\>fwupdate -l
```

10. Flash the firmware.

```
FS0:\>fwupdate -d BIOS -f <filename>
```

You can press the TAB key to complete the filename.

The installation is complete.

Updating firmware using UEFI GUI

UEFI user guide (http://www.hpe.com/support/UEFIGen9_UG_en)

Procedure

1. Download the flash file from the Hewlett Packard support site (<http://www.hpe.com/info/hpesc>).
After finding your server, set the filter to Independent OS to display ROM files.
2. Copy the file to a USB or iLO virtual media.
3. Attach the media to the server.
If updating remotely through iLO, attach the media to your workstation.
4. Boot the server to **System Utilities > Embedded Applications > Firmware Update > System ROM**.
5. **Select Firmware File.**
6. Select flash file.
7. Select **Start Firmware Update**.

The installation is complete.

Utilities and features

POST screen options

When the server is powered on, the POST screen is displayed. The following options are displayed:

- **System Utilities (F9)**

Use this option to configure the system BIOS.

- **Intelligent Provisioning (F10)**

Use this option to deploy an operating system or configure storage.

- Boot order (**F11**)
Use this option to make a one-time boot selection.
- Network boot (**F12**)
Use this option to boot the server from the network.

UEFI System Utilities

The UEFI System Utilities is embedded in the system ROM. The UEFI System Utilities enable you to perform a wide range of configuration activities, including:

- Configuring system devices and installed options
- Enabling and disabling system features
- Displaying system information
- Selecting the primary boot controller
- Configuring memory options
- Selecting a language
- Launching other preboot environments such as the Embedded UEFI Shell and Intelligent Provisioning

For more information, see the UEFI System Utilities user guide for your product on the [Hewlett Packard Enterprise website](#).

To access mobile-ready online help for the UEFI System Utilities and UEFI Shell, scan the QR code at the bottom of the screen. For on-screen help, press the **F1** key.

Using UEFI System Utilities

To use the System Utilities, use the following keys.

Action	Key
Access System Utilities	F9 during server POST
Navigate menus	Up and Down arrows
Select items	Enter
Save selections	F10
Access Help for a highlighted configuration option ¹	F1

¹ Scan the QR code on the screen to access online help for the UEFI System Utilities and UEFI Shell.

Default configuration settings are applied to the server at one of the following times:

- Upon the first system power-up
- After defaults have been restored

Default configuration settings are sufficient for typical server operations; however, you can modify configuration settings as needed. The system prompts you for access to the UEFI System Utilities each time the system is powered up.

Embedded UEFI shell

The system BIOS in all ProLiant Gen9 servers includes an Embedded UEFI Shell in the ROM. The UEFI Shell environment provides an API, a command-line prompt, and a set of CLIs that allow scripting, file manipulation, and system information. These features enhance the capabilities of the UEFI System Utilities.

For more information, see the following documents:

- *UEFI Shell User Guide for HPE ProLiant Gen9 Servers* on the [Hewlett Packard Enterprise website](#)
- *UEFI Shell Specification* on the [UEFI website](#)

Enabling Embedded SATA support

Prerequisite

For partitions larger than 2.2 TB, boot mode is set to UEFI Mode.

Procedure

1. From the **System Utilities** screen, select **System Configuration > BIOS/Platform Configuration (RBSU) > System Options > SATA Controller Options > Embedded SATA Configuration**.
2. Ensure that you are using the correct AHCI or RAID system drivers for your SATA option.
3. Select a setting:
 - a. **Enable SATA AHCI Support**—Enables the embedded chipset SATA controller for AHCI.
 - b. **Enable HP Dynamic Smart Array RAID Support**—Enables the embedded chipset SATA controller for Dynamic Smart Array RAID.
4. Save your setting.
5. In UEFI mode, move this UEFI boot option to the top of the UEFI boot order list as described in [Changing the UEFI Boot Order list](#).
6. Reboot the server.

Changing the UEFI Boot Order list

Use the **UEFI Boot Order** option to change the order in which entries in the UEFI Boot Order list boot.

Procedure

1. From the **System Utilities** screen, select **System Configuration > BIOS/Platform Configuration (RBSU) > Boot Options > UEFI Boot Settings > UEFI Boot Settings > UEFI Boot Order**.
2. To navigate within the boot order list, use your pointing device or the arrow keys.
3. Select an entry and change its order in the list:

- To move an entry higher in the boot list, press the + key, or drag and drop the entry.
- To move an entry lower in the boot list, press the - key, or drag and drop the entry.

4. Save your changes.

Changing the UEFI boot order

Procedure

1. From the **System Utilities** screen, select **System Configuration > BIOS/Platform Configuration (RBSU) > Boot Options > UEFI Boot Order** and press **Enter**.
2. Use the arrow keys to navigate within the boot order list.
3. Press the + key to move an entry higher in the boot list.
4. Press the - key to move an entry lower in the list.
5. Press **F10**.

Changing the Legacy BIOS boot order

Prerequisite

Boot Mode is set to **Legacy BIOS Mode**.

Procedure

1. From the **System Utilities** screen, select **System Configuration > BIOS/Platform Configuration (RBSU) > Boot Options > Legacy BIOS Boot Order** and press **Enter**.
2. Use the arrow keys to navigate within the boot order list.
3. Press the + key to move an entry higher in the boot list.
4. Press the - key to move an entry lower in the list.
5. Press **F10**.

Re-entering the server serial number and product ID

After you replace the system board, the server serial number and the product ID must be configured:

Procedure

1. Access System Utilities. During POST, press **F9**.
2. On the System Utilities home screen, select **System Configuration > BIOS/Platform Configuration (RBSU) > Advanced Options > Advanced Service Options**.
3. Select the Serial Number field and press **Enter**.

The following alert appears:

The serial number is modified by qualified service personnel and must match the serial number located on the chassis.

4. Click **OK**.

5. Type the serial number and press **Enter**.
6. Select the Product ID field and press **Enter**.

The following alert appears:

```
Product ID is modified only by qualified personnel. This value must match the
product ID located on the chassis.
```

7. Type the product ID and press **Enter**.
8. Press **F10** to save the configuration.

The procedure is complete.

Automatic Server Recovery

ASR is a feature that causes the system to restart when a catastrophic operating system error occurs, such as a blue screen, ABEND, or panic. A system fail-safe timer, the ASR timer, starts when the System Management driver, also known as the Health Driver, is loaded. When the operating system is functioning properly, the system periodically resets the timer. However, when the operating system fails, the timer expires and restarts the server.

ASR increases server availability by restarting the server within a specified time after a system hang. You can disable ASR from the System Management Homepage or through UEFI System Utilities.

Integrated Management Log

The IML records hundreds of events and stores them in an easy-to-view form. The IML timestamps each event with one-minute granularity.

You can view recorded events in the IML in several ways, including the following:

- From within HPE SIM
- From within the UEFI System Utilities
- From within the Embedded UEFI shell
- From within operating system-specific IML viewers:
 - For Windows: IML Viewer
 - For Linux: IML Viewer Application
- From within the iLO web interface
- From within Insight Diagnostics

USB support

Hewlett Packard Enterprise Gen10 servers support all USB operating speeds depending on the device that is connected to the server.

Redundant ROM support

The server enables you to upgrade or configure the ROM safely with redundant ROM support. The server has a single ROM that acts as two separate ROM images. In the standard implementation, one side of the ROM contains the current ROM program version, while the other side of the ROM contains a backup version.

NOTE: The server ships with the same version programmed on each side of the ROM.

Safety and security benefits

When you flash the system ROM, the flashing mechanism writes over the backup ROM and saves the current ROM as a backup, enabling you to switch easily to the alternate ROM version if the new ROM becomes corrupted for any reason. This feature protects the existing ROM version, even if you experience a power failure while flashing the ROM.

Troubleshooting

Troubleshooting resources

The HPE ProLiant Gen9 Troubleshooting Guide, Volume I: Troubleshooting provides procedures for resolving common problems and comprehensive courses of action for fault isolation and identification, issue resolution, and software maintenance on ProLiant servers and server blades. To view the guide, select a language:

- [English](#)
- [French](#)
- [Spanish](#)
- [German](#)
- [Japanese](#)
- [Simplified Chinese](#)

The HPE ProLiant Gen9 Troubleshooting Guide, Volume II: Error Messages provides a list of error messages and information to assist with interpreting and resolving error messages on ProLiant servers and server blades. To view the guide, select a language:

- [English](#)
- [French](#)
- [Spanish](#)
- [German](#)
- [Japanese](#)
- [Simplified Chinese](#)

Battery replacement

If the server no longer automatically displays the correct date and time, you may need to replace the battery that provides power to the real-time clock.

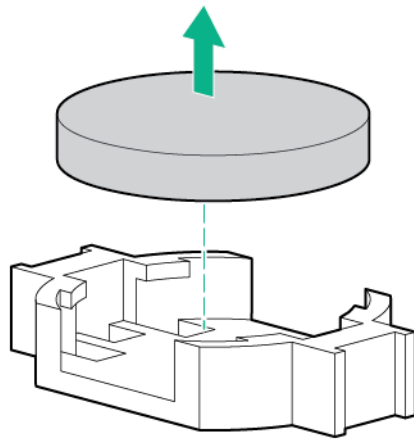
**WARNING:**

The computer contains an internal lithium manganese dioxide, a vanadium pentoxide, or an alkaline battery pack. A risk of fire and burns exists if the battery pack is not properly handled. To reduce the risk of personal injury:

- Do not attempt to recharge the battery.
 - Do not expose the battery to temperatures higher than 60°C (140°F).
 - Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
 - Replace only with the spare designated for this product.
-

To remove the component:

1. **Power down the server.**
2. Remove all power:
 - a. Disconnect each power cord from the power source.
 - b. Disconnect each power cord from the server.
3. Do one of the following:
 - **Extend the server from the rack.**
 - **Remove the server from the rack.**
4. **Remove the access panel.**
5. If installed, **remove the secondary PCIe riser cage.**
6. **Locate the battery.**
7. Remove the battery.



For more information about battery replacement or proper disposal, contact an authorized reseller or an authorized service provider.

Warranty and regulatory information

Warranty information

HPE ProLiant and x86 Servers and Options

HPE Enterprise Servers

HPE Storage Products

HPE Networking Products

Regulatory information

Safety and regulatory compliance

For important safety, environmental, and regulatory information, see *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise website (<http://www.hpe.com/support/Safety-Compliance-EnterpriseProducts>).

Belarus Kazakhstan Russia marking



Manufacturer and Local Representative Information

Manufacturer information:

Hewlett Packard Enterprise Company, 3000 Hanover Street, Palo Alto, CA 94304 U.S.

Local representative information Russian:

- **Russia:**

ООО «Хьюлетт Паккард Энтерпрайз», Российская Федерация, 125171, г. Москва, Ленинградское шоссе, 16А, стр.3, Телефон/факс: +7 495 797 35 00

- **Belarus:**

ИООО «Хьюлетт-Паккард Бел», Республика Беларусь, 220030, г. Минск, ул. Интернациональная, 36-1, Телефон/факс: +375 17 392 28 18

- **Kazakhstan:**

ТОО «Хьюлетт-Паккард (К)», Республика Казахстан, 050040, г. Алматы, Бостандыкский район, проспект Аль-Фараби, 77/7, Телефон/факс: + 7 727 355 35 50

Local representative information Kazakh:

- **Russia:**

ЖШС "Хьюлетт Паккард Энтерпрайз" Ресей Федерациясы, 125171,
Мәскеу, Ленинград тас жолы, 16А блок 3, Телефон/факс: +7 495 797 35 00

- **Belarus:**

«HEWLETT-PACKARD Bel» ЖШС, Беларусь Республикасы, 220030, Минск қ.,
Интернациональная көшесі, 36/1, Телефон/факс: +375 17 392 28 18

- **Kazakhstan:**

ЖШС «Хьюлетт-Паккард (К)», Қазақстан Республикасы, 050040, Алматы қ.,
Бостандық ауданы, Әл-Фараби даңғылы, 77/7, Телефон/факс: +7 727 355 35 50

Manufacturing date:

The manufacturing date is defined by the serial number.

CCSYWWZZZZ (serial number format for this product)

Valid date formats include:

- YWW, where Y indicates the year counting from within each new decade, with 2000 as the starting point; for example, 238: 2 for 2002 and 38 for the week of September 9. In addition, 2010 is indicated by 0, 2011 by 1, 2012 by 2, 2013 by 3, and so forth.
- YYWW, where YY indicates the year, using a base year of 2000; for example, 0238: 02 for 2002 and 38 for the week of September 9.

Turkey RoHS material content declaration

Türkiye Cumhuriyeti: EEE Yönetmeliğine Uygundur

Ukraine RoHS material content declaration

Обладнання відповідає вимогам Технічного регламенту щодо
обмеження використання деяких небезпечних речовин в
електричному та електронному обладнанні, затвердженого
постановою Кабінету Міністрів України від 3 грудня 2008 № 1057

Specifications

Environmental specifications

Specification	Value
Temperature range¹	—
Operating	10°C to 35°C (50°F to 95°F)
Nonoperating	-30°C to 60°C (-22°F to 140°F)
Relative humidity (noncondensing)	—
Operating	Minimum to be the higher (more moisture) of -12°C (10.4°F) dew point or 8% relative humidity Maximum to be 24°C (75.2°F) dew point or 90% relative humidity
Nonoperating	5% to 95% 38.7°C (101.7°F), maximum wet bulb temperature

¹ All temperature ratings shown are for sea level. An altitude derating of 1.0°C per 304.8 m (1.8°F per 1000 ft) to 3048 m (10,000 ft) is applicable. No direct sunlight allowed. Maximum rate of change is 20°C per hour (36°F per hour). The upper limit and rate of change might be limited by the type and number of options installed.

For certain approved hardware configurations, the supported system inlet temperature range is extended:

- 5°C to 10°C (41°F to 50°F) and 35°C to 40°C (95°F to 104°F) at sea level with an altitude derating of 1.0°C per every 175 m (1.8°F per every 574 ft) above 900 m (2953 ft) to a maximum of 3048 m (10,000 ft).
- 40°C to 45°C (104°F to 113°F) at sea level with an altitude derating of 1.0°C per every 125 m (1.8°F per every 410 ft) above 900 m (2953 ft) to a maximum of 3048 m (10,000 ft).

The approved hardware configurations for this system are listed on the [**Hewlett Packard Enterprise website**](#).

Mechanical specifications

Specification	Value
Height	8.73 cm (3.44 in)
Depth, SFF	67.94 cm (26.75 in)
Depth, LFF	73.02 cm (28.75 in)
Width	44.54 cm (17.54 in)
Weight (maximum—all SFF drives)*	14.7 kg (32.6 lb)
Weight (minimum—one LFF drive)**	23.6 kg (51.5 lb)

*The SFF configuration includes the following components:

- SFF drive (1)
- Drive blanks (7)
- Drive bay blanks for bays 1 and 2 (2)
- Fan assemblies (4)
- Fan blanks (2)
- Standard heatsink (1)
- 1P air baffle (1)
- X8 HPE Flexible Smart Array Controller (1)
- Primary riser cage (1)
- Secondary riser cage blank (1)
- Power supply (1)
- Power supply blank (1)
- Cables for the above components

**The LFF configuration includes the following components:

- LFF drives (12)
- Fan assemblies (6)
- SE heatsinks (2)
- 2P air baffle (1)
- X8 HPE Flexible Smart Array Controller (1)
- Primary riser cage (1)
- Secondary riser cage (1)
- Power supplies (2)
- Cables for the above components

The 12 LFF configuration does not contain a rear three-bay LFF drive cage option.

Power supply specifications

Depending on installed options, the server is configured with one of the following power supplies:

- HPE 500W Flex Slot Platinum Hot-plug Power Supply
- HPE 800W Flex Slot Platinum Hot-plug Power Supply
- HPE 800W Flex Slot Titanium Plus Hot-plug Power Supply
- HPE 800W Flex Slot Universal Hot-plug Power Supply

- HPE 800W Flex Slot -48VDC Hot-plug Power Supply
- HPE 1400W Flex Slot Platinum Plus Hot-plug Power Supply

For detailed power supply specifications, see the QuickSpecs on the [Hewlett Packard Enterprise website](#).

HPE 500W Flex Slot Platinum Hot Plug Low Halogen Power Supply

Specification	Value
Input requirements	
Rated input voltage	100 VAC to 127 VAC 100 VAC to 240 VAC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240 VDC
Rated input current	5.8 A at 100 VAC 2.8 A at 200 VAC 2.4 A at 240 VDC for China only
Maximum rated input power	557 W at 100 VAC 539 W at 200 VAC 537 W at 240 VDC for China only
BTUs per hour	1,902 at 100 VAC 1,840 at 200 VAC 1,832 at 240 VDC for China only
Power supply output	
Rated steady-state power	500 W at 100 VAC to 127 VAC input 500 W at 100 VAC to 240 VAC input 500 W at 240 VDC input for China only
Maximum peak power	500 W at 100 VAC to 127 VAC input 500 W at 100 VAC to 240 VAC input 500 W at 240 VDC input for China only

HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply

Specification	Value
Input requirements	
Rated input voltage	100 VAC to 127 VAC 100 VAC to 240 VAC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240 VDC
Rated input current	9.4 A at 100 VAC 4.5 A at 200 VAC 3.8 A at 240 VDC for China only
Maximum rated input power	899 W at 100 VAC 867 W at 200 VAC 864 W at 240 VDC for China only
BTUs per hour	3,067 at 100 VAC 2,958 at 200 VAC 2,949 at 240 VAC for China only
Power supply output	
Rated steady-state power	800 W at 100 VAC to 127 VAC input 800 W at 100 VAC to 240 VAC input 800 W at 240 VDC input for China only
Maximum peak power	800 W at 100 VAC to 127 VAC input 800 W at 100 VAC to 240 VAC input 800 W at 240 VDC input for China only

HPE 800W Flex Slot Titanium Hot Plug Low Halogen Power Supply

Specification	Value
Input requirements	
Rated input voltage	200 VAC to 240 VAC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240 VDC

Table Continued

Specification	Value
Rated input current	4.35 A at 200 VAC 3.62 A at 240 VAC 3.62 A at 240 VDC for China only
Maximum rated input power	851 W at 200 VAC 848 W at 240 VAC 848 W at 240 VDC for China only
BTUs per hour	2,905 at 200 VAC 2,969 at 240 VAC 2,969 at 240 VDC for China only
Power supply output	
Rated steady-state power	800 W at 200 VAC to 240 VAC input 800 W at 240 VDC input for China only
Maximum peak power	800 W at 200 VAC to 240 VAC input 800 W at 240 VDC input for China only

HPE 800W Flex Slot Universal Hot Plug Low Halogen Power Supply

Specification	Value
Input requirements	
Rated input voltage	200 VAC to 277 VAC
Rated input frequency	50 Hz to 60 Hz
Rated input current	4.4 A at 200 VAC 3.8 A at 230 VAC 3.1 A at 277 VAC
Maximum rated input power	869 W at 200 VAC 865 W at 230 VAC 861 W at 277 VAC
BTUs per hour	2,964 at 200 VAC 2,951 at 230 VAC 2,936 at 277 VAC
Power supply output	
Rated steady-state power	800 W at 200 VAC to 277 VAC input
Maximum peak power	800 W at 200 VAC to 277 VAC input

HPE 800W Flex Slot -48VDC Hot Plug Low Halogen Power Supply

Specification	Value
Input requirements	
Rated input voltage	-40 VDC to -72 VDC -48 VDC nominal input
Rated input current	24 A at -40 VDC input 19 A at -48 VDC input, nominal input 12.4 A at -72 VDC input
Rated input power (W)	874 W at -40 VDC input 865 W at -48 VDC input, nominal input 854 W at -72 VDC input
Rated input power (BTUs per hour)	2,983 at -40 VDC input 2,951 at -48 VDC input, nominal input 2,912 at -72 VDC input
Power supply output	
Rated steady-state power (W)	800 W at -40 VDC to -72 VDC
Maximum peak power (W)	800 W at -40 VDC to -72 VDC
Maximum peak power	800 W at 200 VAC to 277 VAC input 800 W at 380 VDC input



WARNING:

To reduce the risk of electric shock or energy hazards:

- This equipment must be installed by trained service personnel, as defined by the NEC and IEC 60950-1, Second Edition, the standard for Safety of Information Technology Equipment.
- Connect the equipment to a reliably grounded secondary circuit source. A secondary circuit has no direct connection to a primary circuit and derives its power from a transformer, converter, or equivalent isolation device.
- The branch circuit overcurrent protection must be rated 27 A.

**CAUTION:**

This equipment is designed to permit the connection of the earthed conductor of the DC supply circuit to the earthing conductor at the equipment.

If this connection is made, all of the following must be met:

- This equipment must be connected directly to the DC supply system earthing electrode conductor or to a bonding jumper from an earthing terminal bar or bus to which the DC supply system earthing electrode conductor is connected.
- This equipment must be located in the same immediate area (such as adjacent cabinets) as any other equipment that has a connection between the earthed conductor of the same DC supply circuit and the earthing conductor, and also the point of earthing of the DC system. The DC system must be earthed elsewhere.
- The DC supply source is to be located within the same premises as the equipment.
- Switching or disconnecting devices must not be in the earthed circuit conductor between the DC source and the point of connection of the earthing electrode conductor.

HPE 1400W Flex Slot Platinum Plus Hot-plug Power Supply

Specification	Value
Input requirements	
Rated input voltage	200 to 240 VAC 240 VDC for China only
Rated input frequency	50 Hz to 60 Hz Not applicable to 240 VDC
Rated input current	8.0 A at 200 VAC 6.7 A at 240 VAC 6.7 A at 240 VDC for China only
Maximum rated input power	1600 W at 200 VAC 1600 W at 240 VAC 1600 W at 240 VDC for China only
BTUs per hour	5459 at 200 VAC 5459 at 240 VAC 5459 at 240 VDC for China only
Power supply output	

Table Continued

Rated steady-state power	1400 W at 200 VAC to 240 VAC input 1400 W at 240 VDC input for China only
Maximum peak power	1400 W at 200 VAC to 240 VAC input 1400 W at 240 VDC input for China only

HPE 750W Flex Slot Hot-plug Battery Backup Module

Specification	Value
Rated input voltage	12 V DC
Dual input	Yes
Battery replaceable	No
Built-in power supply	No
Nominal charge current	0.77 A
Maximum discharge current	62.50 A
Maximum discharge power	750 W
Maximum runtime	>60 seconds
– Full load, 750 W	145 seconds
– 75% load, 564 W	220 seconds
– 50% load, 375 W	300 seconds (limited by user)
– 25% load, 187 W	

Hot-plug power supply calculations

For hot-plug power supply specifications and calculators to determine electrical and heat loading for the server, see the Hewlett Packard Enterprise Power Advisor website (<http://www.hpe.com/info/poweradvisor/online>).

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the [Contact Hewlett Packard Enterprise Worldwide website](#).
- To access documentation and support services, go to the [Hewlett Packard Enterprise Support Center website](#).

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates, go to either of the following:
 - [Hewlett Packard Enterprise Support Center Get connected with updates page](#)
 - [Software Depot website](#)
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the [Hewlett Packard Enterprise Support Center More Information on Access to Support Materials page](#).



IMPORTANT:

Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Websites

- [Hewlett Packard Enterprise Information Library](#)
- [Hewlett Packard Enterprise Support Center](#)

- [Contact Hewlett Packard Enterprise Worldwide](#)
- [Subscription Service/Support Alerts](#)
- [Software Depot](#)
- [Customer Self Repair](#)
- [Insight Remote Support](#)
- [Serviceguard Solutions for HP-UX](#)
- [Single Point of Connectivity Knowledge \(SPOCK\) Storage compatibility matrix](#)
- [Storage white papers and analyst reports](#)

Customer Self Repair

Hewlett Packard Enterprise products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period Hewlett Packard Enterprise (or Hewlett Packard Enterprise service providers or service partners) identifies that the repair can be accomplished by the use of a CSR part, Hewlett Packard Enterprise will ship that part directly to you for replacement. There are two categories of CSR parts:

- **Mandatory**—Parts for which customer self repair is mandatory. If you request Hewlett Packard Enterprise to replace these parts, you will be charged for the travel and labor costs of this service.
- **Optional**—Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that Hewlett Packard Enterprise replace them for you, there may or may not be additional charges, depending on the type of warranty service designated for your product.

NOTE: Some Hewlett Packard Enterprise parts are not designed for customer self repair. In order to satisfy the customer warranty, Hewlett Packard Enterprise requires that an authorized service provider replace the part. These parts are identified as "No" in the Illustrated Parts Catalog.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the Hewlett Packard Enterprise Support Center and a technician will help you over the telephone. Hewlett Packard Enterprise specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to Hewlett Packard Enterprise. In cases where it is required to return the defective part to Hewlett Packard Enterprise, you must ship the defective part back to Hewlett Packard Enterprise within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in Hewlett Packard Enterprise billing you for the replacement. With a customer self repair, Hewlett Packard Enterprise will pay all shipping and part return costs and determine the courier/carrier to be used.

For more information about the Hewlett Packard Enterprise CSR program, contact your local service provider. For the North American program, go to the [**Hewlett Packard Enterprise CSR website**](#).

Réparation par le client (CSR)

Les produits Hewlett Packard Enterprise comportent de nombreuses pièces CSR (Customer Self Repair = réparation par le client) afin de minimiser les délais de réparation et faciliter le remplacement des pièces défectueuses. Si pendant la période de diagnostic, Hewlett Packard Enterprise (ou ses partenaires ou mainteneurs agréés) détermine que la réparation peut être effectuée à l'aide d'une pièce CSR, Hewlett Packard Enterprise vous l'envoie directement. Il existe deux catégories de pièces CSR :

- **Obligatoire**—Pièces pour lesquelles la réparation par le client est obligatoire. Si vous demandez à Hewlett Packard Enterprise de remplacer ces pièces, les coûts de déplacement et main d'œuvre du service vous seront facturés.
- **Facultatif**—Pièces pour lesquelles la réparation par le client est facultative. Ces pièces sont également conçues pour permettre au client d'effectuer lui-même la réparation. Toutefois, si vous demandez à Hewlett Packard Enterprise de remplacer ces pièces, l'intervention peut ou non vous être facturée, selon le type de garantie applicable à votre produit.

REMARQUE: Certaines pièces Hewlett Packard Enterprise ne sont pas conçues pour permettre au client d'effectuer lui-même la réparation. Pour que la garantie puisse s'appliquer, Hewlett Packard Enterprise exige que le remplacement de la pièce soit effectué par un Mainteneur Agréé. Ces pièces sont identifiées par la mention "Non" dans le Catalogue illustré.

Les pièces CSR sont livrées le jour ouvré suivant, dans la limite des stocks disponibles et selon votre situation géographique. Si votre situation géographique le permet et que vous demandez une livraison le jour même ou dans les 4 heures, celle-ci vous sera facturée. Pour toute assistance, appelez le Centre d'assistance Hewlett Packard Enterprise pour qu'un technicien vous aide au téléphone. Dans les documents envoyés avec la pièce de rechange CSR, Hewlett Packard Enterprise précise s'il est nécessaire de lui retourner la pièce défectueuse. Si c'est le cas, vous devez le faire dans le délai indiqué, généralement cinq (5) jours ouvrés. La pièce et sa documentation doivent être retournées dans l'emballage fourni. Si vous ne retournez pas la pièce défectueuse, Hewlett Packard Enterprise se réserve le droit de vous facturer les coûts de remplacement. Dans le cas d'une pièce CSR, Hewlett Packard Enterprise supporte l'ensemble des frais d'expédition et de retour, et détermine la société de courses ou le transporteur à utiliser.

Pour plus d'informations sur le programme CSR de Hewlett Packard Enterprise, contactez votre Mainteneur Agréé local. Pour plus d'informations sur ce programme en Amérique du Nord, consultez le site **Web Hewlett Packard Enterprise**.

Riparazione da parte del cliente

Per abbreviare i tempi di riparazione e garantire una maggiore flessibilità nella sostituzione di parti difettose, i prodotti Hewlett Packard Enterprise sono realizzati con numerosi componenti che possono essere riparati direttamente dal cliente (CSR, Customer Self Repair). Se in fase di diagnostica Hewlett Packard Enterprise (o un centro di servizi o di assistenza Hewlett Packard Enterprise) identifica il guasto come riparabile mediante un ricambio CSR, Hewlett Packard Enterprise lo spedisce direttamente al cliente per la sostituzione. Vi sono due categorie di parti CSR:

- **Obbligatorie**—Parti che devono essere necessariamente riparate dal cliente. Se il cliente ne affida la riparazione ad Hewlett Packard Enterprise, deve sostenere le spese di spedizione e di manodopera per il servizio.
- **Opzionali**—Parti la cui riparazione da parte del cliente è facoltativa. Si tratta comunque di componenti progettati per questo scopo. Se tuttavia il cliente ne richiede la sostituzione ad Hewlett Packard Enterprise, potrebbe dover sostenere spese aggiuntive a seconda del tipo di garanzia previsto per il prodotto.

NOTA: alcuni componenti Hewlett Packard Enterprise non sono progettati per la riparazione da parte del cliente. Per rispettare la garanzia, Hewlett Packard Enterprise richiede che queste parti siano sostituite da un centro di assistenza autorizzato. Tali parti sono identificate da un "No" nel Catalogo illustrato dei componenti.

In base alla disponibilità e alla località geografica, le parti CSR vengono spedite con consegna entro il giorno lavorativo seguente. La consegna nel giorno stesso o entro quattro ore è offerta con un supplemento di costo solo in alcune zone. In caso di necessità si può richiedere l'assistenza telefonica di un addetto del centro di supporto tecnico Hewlett Packard Enterprise. Nel materiale fornito con una parte di ricambio CSR, Hewlett Packard Enterprise specifica se il cliente deve restituire dei componenti. Qualora sia richiesta la resa ad Hewlett Packard Enterprise del componente difettoso, lo si deve spedire ad Hewlett Packard Enterprise entro un determinato periodo di tempo, generalmente cinque (5) giorni lavorativi. Il componente difettoso deve essere restituito con la documentazione associata nell'imballo di spedizione fornito. La mancata restituzione

del componente può comportare la fatturazione del ricambio da parte di Hewlett Packard Enterprise. Nel caso di riparazione da parte del cliente, Hewlett Packard Enterprise sostiene tutte le spese di spedizione e resa e sceglie il corriere/vettore da utilizzare.

Per ulteriori informazioni sul programma CSR di Hewlett Packard Enterprise, contattare il centro di assistenza di zona. Per il programma in Nord America fare riferimento al [sito Web](#).

Customer Self Repair

Hewlett Packard Enterprise Produkte enthalten viele CSR-Teile (Customer Self Repair), um Reparaturzeiten zu minimieren und höhere Flexibilität beim Austausch defekter Bauteile zu ermöglichen. Wenn Hewlett Packard Enterprise (oder ein Hewlett Packard Enterprise Servicepartner) bei der Diagnose feststellt, dass das Produkt mithilfe eines CSR-Teils repariert werden kann, sendet Ihnen Hewlett Packard Enterprise dieses Bauteil zum Austausch direkt zu. CSR-Teile werden in zwei Kategorien unterteilt:

- **Zwingend**—Teile, für die das Customer Self Repair-Verfahren zwingend vorgegeben ist. Wenn Sie den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen, werden Ihnen die Anfahrt- und Arbeitskosten für diesen Service berechnet.
- **Optional**—Teile, für die das Customer Self Repair-Verfahren optional ist. Diese Teile sind auch für Customer Self Repair ausgelegt. Wenn Sie jedoch den Austausch dieser Teile von Hewlett Packard Enterprise vornehmen lassen möchten, können bei diesem Service je nach den für Ihr Produkt vorgesehenen Garantiebedingungen zusätzliche Kosten anfallen.

HINWEIS: Einige Hewlett Packard Enterprise Teile sind nicht für Customer Self Repair ausgelegt. Um den Garantieanspruch des Kunden zu erfüllen, muss das Teil von einem Hewlett Packard Enterprise Servicepartner ersetzt werden. Im illustrierten Teilekatalog sind diese Teile mit „No“ bzw. „Nein“ gekennzeichnet.

CSR-Teile werden abhängig von der Verfügbarkeit und vom Lieferziel am folgenden Geschäftstag geliefert. Für bestimmte Standorte ist eine Lieferung am selben Tag oder innerhalb von vier Stunden gegen einen Aufpreis verfügbar. Wenn Sie Hilfe benötigen, können Sie das Hewlett Packard Enterprise Support Center anrufen und sich von einem Mitarbeiter per Telefon helfen lassen. Den Materialien von Hewlett Packard Enterprise, die mit einem CSR-Ersatzteil geliefert werden, können Sie entnehmen, ob das defekte Teil an Hewlett Packard Enterprise zurückgeschickt werden muss. Wenn es erforderlich ist, das defekte Teil an Hewlett Packard Enterprise zurückzuschicken, müssen Sie dies innerhalb eines vorgegebenen Zeitraums tun, in der Regel innerhalb von fünf (5) Geschäftstagen. Das defekte Teil muss mit der zugehörigen Dokumentation in der Verpackung zurückgeschickt werden, die im Lieferumfang enthalten ist. Wenn Sie das defekte Teil nicht zurückschicken, kann Hewlett Packard Enterprise Ihnen das Ersatzteil in Rechnung stellen. Im Falle von Customer Self Repair kommt Hewlett Packard Enterprise für alle Kosten für die Lieferung und Rücksendung auf und bestimmt den Kurier-/Frachtdienst.

Weitere Informationen über das Hewlett Packard Enterprise Customer Self Repair Programm erhalten Sie von Ihrem Servicepartner vor Ort. Informationen über das CSR-Programm in Nordamerika finden Sie auf der [Hewlett Packard Enterprise Website unter](#).

Reparaciones del propio cliente

Los productos de Hewlett Packard Enterprise incluyen muchos componentes que el propio usuario puede reemplazar (Customer Self Repair, CSR) para minimizar el tiempo de reparación y ofrecer una mayor flexibilidad a la hora de realizar sustituciones de componentes defectuosos. Si, durante la fase de diagnóstico, Hewlett Packard Enterprise (o los proveedores o socios de servicio de Hewlett Packard Enterprise) identifica que una reparación puede llevarse a cabo mediante el uso de un componente CSR, Hewlett Packard Enterprise le enviará dicho componente directamente para que realice su sustitución. Los componentes CSR se clasifican en dos categorías:

- **Obligatorio**—componentes cuya reparación por parte del usuario es obligatoria. Si solicita a Hewlett Packard Enterprise que realice la sustitución de estos componentes, tendrá que hacerse cargo de los gastos de desplazamiento y de mano de obra de dicho servicio.
- **Opcional**—componentes cuya reparación por parte del usuario es opcional. Estos componentes también están diseñados para que puedan ser reparados por el usuario. Sin embargo, si precisa que Hewlett Packard Enterprise realice su sustitución, puede o no conllevar costes adicionales, dependiendo del tipo de servicio de garantía correspondiente al producto.

NOTA: Algunos componentes de Hewlett Packard Enterprise no están diseñados para que puedan ser reparados por el usuario. Para que el usuario haga valer su garantía, Hewlett Packard Enterprise pone como condición que un proveedor de servicios autorizado realice la sustitución de estos componentes. Dichos componentes se identifican con la palabra "No" en el catálogo ilustrado de componentes.

Según la disponibilidad y la situación geográfica, los componentes CSR se enviarán para que lleguen a su destino al siguiente día laborable. Si la situación geográfica lo permite, se puede solicitar la entrega en el mismo día o en cuatro horas con un coste adicional. Si precisa asistencia técnica, puede llamar al Centro de asistencia técnica de Hewlett Packard Enterprise y recibirá ayuda telefónica por parte de un técnico. Con el envío de materiales para la sustitución de componentes CSR, Hewlett Packard Enterprise especificará si los componentes defectuosos deberán devolverse a Hewlett Packard Enterprise. En aquellos casos en los que sea necesario devolver algún componente a Hewlett Packard Enterprise, deberá hacerlo en el periodo de tiempo especificado, normalmente cinco días laborables. Los componentes defectuosos deberán devolverse con toda la documentación relacionada y con el embalaje de envío. Si no enviara el componente defectuoso requerido, Hewlett Packard Enterprise podrá cobrarle por el de sustitución. En el caso de todas sustituciones que lleve a cabo el cliente, Hewlett Packard Enterprise se hará cargo de todos los gastos de envío y devolución de componentes y escogerá la empresa de transporte que se utilice para dicho servicio.

Para obtener más información acerca del programa de Reparaciones del propio cliente de Hewlett Packard Enterprise, póngase en contacto con su proveedor de servicios local. Si está interesado en el programa para Norteamérica, visite [**la página web de Hewlett Packard Enterprise CSR**](#).

Customer Self Repair

Veel onderdelen in Hewlett Packard Enterprise producten zijn door de klant zelf te repareren, waardoor de reparatieduur tot een minimum beperkt kan blijven en de flexibiliteit in het vervangen van defecte onderdelen groter is. Deze onderdelen worden CSR-onderdelen (Customer Self Repair) genoemd. Als Hewlett Packard Enterprise (of een Hewlett Packard Enterprise Service Partner) bij de diagnose vaststelt dat de reparatie kan worden uitgevoerd met een CSR-onderdeel, verzendt Hewlett Packard Enterprise dat onderdeel rechtstreeks naar u, zodat u het defecte onderdeel daarmee kunt vervangen. Er zijn twee categorieën CSR-onderdelen:

- **Verplicht**—Onderdelen waarvoor reparatie door de klant verplicht is. Als u Hewlett Packard Enterprise verzoekt deze onderdelen voor u te vervangen, worden u voor deze service reiskosten en arbeidsloon in rekening gebracht.
- **Optioneel**—Onderdelen waarvoor reparatie door de klant optioneel is. Ook deze onderdelen zijn ontworpen voor reparatie door de klant. Als u echter Hewlett Packard Enterprise verzoekt deze onderdelen voor u te vervangen, kunnen daarvoor extra kosten in rekening worden gebracht, afhankelijk van het type garantieservice voor het product.

OPMERKING: Sommige Hewlett Packard Enterprise onderdelen zijn niet ontwikkeld voor reparatie door de klant. In verband met de garantievooraarden moet het onderdeel door een geautoriseerde Service Partner worden vervangen. Deze onderdelen worden in de geïllustreerde onderdelencatalogus aangemerkt met "Nee".

Afhankelijk van de leverbaarheid en de locatie worden CSR-onderdelen verzonden voor levering op de eerstvolgende werkdag. Levering op dezelfde dag of binnen vier uur kan tegen meerkosten worden aangeboden, indien dit mogelijk is gezien de locatie. Indien assistentie is gewenst, belt u het Hewlett Packard Enterprise Support Center om via de telefoon ondersteuning van een technicus te ontvangen. Hewlett

Packard Enterprise vermeldt in de documentatie bij het vervangende CSR-onderdeel of het defecte onderdeel aan Hewlett Packard Enterprise moet worden geretourneerd. Als het defecte onderdeel aan Hewlett Packard Enterprise moet worden teruggezonden, moet u het defecte onderdeel binnen een bepaalde periode, gewoonlijk vijf (5) werkdagen, retourneren aan Hewlett Packard Enterprise. Het defecte onderdeel moet met de bijbehorende documentatie worden geretourneerd in het meegeleverde verpakkingsmateriaal. Als u het defecte onderdeel niet terugzendt, kan Hewlett Packard Enterprise u voor het vervangende onderdeel kosten in rekening brengen. Bij reparatie door de klant betaalt Hewlett Packard Enterprise alle verzendkosten voor het vervangende en geretourneerde onderdeel en kiest Hewlett Packard Enterprise zelf welke koerier/transportonderneming hiervoor wordt gebruikt.

Neem contact op met een Service Partner voor meer informatie over het Customer Self Repair programma van Hewlett Packard Enterprise. Informatie over Service Partners vindt u op de **Hewlett Packard Enterprise website**.

Reparo feito pelo cliente

Os produtos da Hewlett Packard Enterprise são projetados com muitas peças para reparo feito pelo cliente (CSR) de modo a minimizar o tempo de reparo e permitir maior flexibilidade na substituição de peças com defeito. Se, durante o período de diagnóstico, a Hewlett Packard Enterprise (ou fornecedores/parceiros da Hewlett Packard Enterprise) concluir que o reparo pode ser efetuado pelo uso de uma peça CSR, a Hewlett Packard Enterprise enviará a peça diretamente ao cliente. Há duas categorias de peças CSR:

- **Obrigatória**—Peças cujo reparo feito pelo cliente é obrigatório. Se desejar que a Hewlett Packard Enterprise substitua essas peças, serão cobradas as despesas de transporte e mão-de-obra do serviço.
- **Opcional**—Peças cujo reparo feito pelo cliente é opcional. Essas peças também são projetadas para o reparo feito pelo cliente. No entanto, se desejar que a Hewlett Packard Enterprise as substitua, pode haver ou não a cobrança de taxa adicional, dependendo do tipo de serviço de garantia destinado ao produto.

OBSERVAÇÃO: Algumas peças da Hewlett Packard Enterprise não são projetadas para o reparo feito pelo cliente. A fim de cumprir a garantia do cliente, a Hewlett Packard Enterprise exige que um técnico autorizado substitua a peça. Essas peças estão identificadas com a marca "No" (Não), no catálogo de peças ilustrado.

Conforme a disponibilidade e o local geográfico, as peças CSR serão enviadas no primeiro dia útil após o pedido. Onde as condições geográficas permitirem, a entrega no mesmo dia ou em quatro horas pode ser feita mediante uma taxa adicional. Se precisar de auxílio, entre em contato com o Centro de suporte técnico da Hewlett Packard Enterprise para que um técnico o ajude por telefone. A Hewlett Packard Enterprise especifica nos materiais fornecidos com a peça CSR de reposição se a peça com defeito deve ser devolvida à Hewlett Packard Enterprise. Nos casos em que isso for necessário, é preciso enviar a peça com defeito à Hewlett Packard Enterprise, você deverá enviar a peça com defeito de volta para a Hewlett Packard Enterprise dentro do período de tempo definido, normalmente em 5 (cinco) dias úteis. A peça com defeito deve ser enviada com a documentação correspondente no material de transporte fornecido. Caso não o faça, a Hewlett Packard Enterprise poderá cobrar a reposição. Para as peças de reparo feito pelo cliente, a Hewlett Packard Enterprise paga todas as despesas de transporte e de devolução da peça e determina a transportadora/serviço postal a ser utilizado.

Para obter mais informações sobre o programa de reparo feito pelo cliente da Hewlett Packard Enterprise, entre em contato com o fornecedor de serviços local. Para o programa norte-americano, **visite o site da Hewlett Packard Enterprise**.

カスタマーセルフリペア

修理時間を短縮し、故障部品の交換における高い柔軟性を確保するために、Hewlett Packard Enterprise製品には多数のカスタマーセルフリペア（CSR）部品があります。診断の際に、CSR部品を使用すれば修理ができるとHewlett Packard Enterprise（Hewlett Packard EnterpriseまたはHewlett Packard Enterprise正規保守代理店）が判断した場合、Hewlett Packard Enterpriseはその部品を直接、お客様に発送し、お客様に交換していただきます。CSR部品には以下の2種類があります。

- **必須** - カスタマーセルフリペアが必須の部品。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、その修理サービスに関する交通費および人件費がお客様に請求されます。
- **任意** - カスタマーセルフリペアが任意である部品。この部品もカスタマーセルフリペア用です。当該部品について、もしもお客様がHewlett Packard Enterpriseに交換作業を依頼される場合には、お買い上げの製品に適用される保証サービス内容の範囲内においては、別途費用を負担していただくことなく保証サービスを受けることができます。

注：Hewlett Packard Enterprise製品の一部の部品は、カスタマーセルフリペアの対象外です。製品の保証を継続するためには、Hewlett Packard EnterpriseまたはHewlett Packard Enterprise正規保守代理店による交換作業が必須となります。部品カタログには、当該部品がカスタマーセルフリペア除外品である旨が記載されています。

部品供給が可能な場合、地域によっては、CSR部品を翌営業日に届くように発送します。また、地域によっては、追加費用を負担いただくことにより同日または4時間以内に届くように発送することも可能な場合があります。サポートが必要なときは、Hewlett Packard Enterpriseの修理受付窓口にご電話いただければ、技術者が電話でアドバイスします。交換用のCSR部品または同梱物には、故障部品をHewlett Packard Enterpriseに返送する必要があるかどうかが表示されています。故障部品をHewlett Packard Enterpriseに返送する必要がある場合は、指定期限内（通常は5営業日以内）に故障部品をHewlett Packard Enterpriseに返送してください。故障部品を返送する場合は、届いた時の梱包箱に関連書類とともにに入れてください。故障部品を返送しない場合、Hewlett Packard Enterpriseから部品費用が請求されます。カスタマーセルフリペアの際には、Hewlett Packard Enterpriseは送料および部品返送費を全額負担し、使用する宅配便会社や運送会社を指定します。

客户自行维修

Hewlett Packard Enterprise 产品提供许多客户自行维修 (CSR) 部件，以尽可能缩短维修时间和在更换缺陷部件方面提供更大的灵活性。如果在诊断期间 Hewlett Packard Enterprise（或Hewlett Packard Enterprise 服务提供商或服务合作伙伴）确定可以通过使用 CSR 部件完成维修，Hewlett Packard Enterprise 将直接把该部件发送给您进行更换。有两类 CSR 部件：

- **强制性的** — 要求客户必须自行维修的部件。如果您请求 Hewlett Packard Enterprise 更换这些部件，则必须为该服务支付差旅费和人工费用。
- **可选的** — 客户可以选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 Hewlett Packard Enterprise 为您更换这些部件，则根据为您的产品指定的保修服务类型，Hewlett Packard Enterprise 可能收取或不再收取任何附加费用。

注：某些 Hewlett Packard Enterprise 部件的设计并未考虑客户自行维修。为了满足客户保修的需要，Hewlett Packard Enterprise 要求授权服务提供商更换相关部件。这些部件在部件图解目录中标记为“否”。

CSR 部件将在下一个工作日发运（取决于备货情况和允许的地理范围）。在允许的地理范围内，可在当天或四小时内发运，但要收取额外费用。如果需要帮助，您可以致电 Hewlett Packard Enterprise 技术支持中心，将会有技术人员通过电话为您提供帮助。Hewlett Packard Enterprise 会在随更换的 CSR 部件发运的材料中指明是否必须将有缺陷的部件返还给 Hewlett Packard Enterprise。如果要求您将有缺陷的部件返还给 Hewlett Packard Enterprise，那么您必须在规定的期限内（通常是五 (5) 个工作日）将缺陷部件发给 Hewlett Packard Enterprise。有缺陷的部件必须随所提供的发运材料中的相关文件一起返还。如果未能送还有缺陷的部件，Hewlett Packard Enterprise 可能会要求您支付更换费用。客户自行维修时，Hewlett Packard Enterprise 将承担所有相关运输和部件返回费用，并指定快递商/承运商。

有关 Hewlett Packard Enterprise 客户自行维修计划的详细信息，请与您当地的服务提供商联系。有关北美地区的计划，请访问 Hewlett Packard Enterprise 网站 (<http://www.hpe.com/support/selfrepair>)。

客戶自行維修

Hewlett Packard Enterprise 產品設計了許多「客戶自行維修」(CSR) 的零件以減少維修時間，並且使得更換瑕疵零件時能有更大的彈性。如果在診斷期間，Hewlett Packard Enterprise (或 Hewlett Packard Enterprise 服務供應商或維修夥伴) 辨認出此項維修工作可以藉由使用 CSR 零件來完成，則 Hewlett Packard Enterprise 將直接寄送該零件給您作更換。CSR 零件分為兩種類別：

- **強制的** — 客戶自行維修所使用的零件是強制的。如果您要求 Hewlett Packard Enterprise 更換這些零件，Hewlett Packard Enterprise 將會向您收取此服務所需的外出費用與勞動成本。
- **選購的** — 客戶自行維修所使用的零件是選購的。這些零件也設計用於客戶自行維修之用。不過，如果您要求 Hewlett Packard Enterprise 為您更換，則可能需要也可能不需要負擔額外的費用，端視針對此產品指定的保固服務類型而定。

備註：某些 Hewlett Packard Enterprise 零件沒有消費者可自行維修的設計。為符合客戶保固，Hewlett Packard Enterprise 需要授權的服務供應商更換零件。這些零件在圖示的零件目錄中，被標示為「否」。

基於材料取得及環境允許的情況下，CSR 零件將於下一個工作日以快遞寄送。在環境的允許下當天或四小時內送達，則可能需要額外的費用。若您需要協助，可致電 Hewlett Packard Enterprise 支援中心，會有一位技術人員透過電話來協助您。不論損壞的零件是否必須退回，Hewlett Packard Enterprise 皆會在與 CSR 替換零件一起運送的材料中註明。若要將損壞的零件退回 Hewlett Packard Enterprise，您必須在指定的一段時間內（通常為五 (5) 個工作天），將損壞的零件寄回 Hewlett Packard Enterprise。損壞的零件必須與寄送資料中隨附的相關技術文件一併退還。如果無法退還損壞的零件，Hewlett Packard Enterprise 可能要向您收取替換費用。針對客戶自行維修情形，Hewlett Packard Enterprise 將負責所有運費及零件退還費用，並指定使用何家快遞/貨運公司。

如需 Hewlett Packard Enterprise 的 CSR 方案詳細資訊，請連絡您當地的服務供應商。至於北美方案，請參閱 Hewlett Packard Enterprise 的 CSR 網站 <http://www.hpe.com/support/selfrepair>。

고객 셀프 수리

Hewlett Packard Enterprise 제품은 수리 시간을 최소화하고 결함이 있는 부품 교체 시 더욱 용통성을 발휘할 수 있도록 하기 위해 고객 셀프 수리(CSR) 부품을 다량 사용하여 설계되었습니다. 진단 기간 동안 Hewlett Packard Enterprise(또는 Hewlett Packard Enterprise 서비스 공급업체 또는 서비스 협력업체)에서 CSR 부품을 사용하여 수리가 가능하다고 판단되면 Hewlett Packard Enterprise는 해당 부품을 바로 사용자에게 보내어 사용자가 교체할 수 있도록 합니다. CSR 부품에는 두 가지 종류가 있습니다.

- **필수 - 고객 셀프 수리가 의무 사항인 필수 부품.** 사용자가 Hewlett Packard Enterprise에 이 부품의 교체를 요청할 경우 이 서비스에 대한 출장비 및 작업비가 청구됩니다.
- **선택 사항 - 고객 셀프 수리가 선택 사항인 부품.** 이 부품들도 고객 셀프 수리가 가능하도록 설계되었습니다. 하지만 사용자가 Hewlett Packard Enterprise에 이 부품의 교체를 요청할 경우 사용자가 구입한 제품에 해당하는 보증 서비스 유형에 따라 추가 비용 없이 교체가 가능할 수 있습니다.

참고: 일부 Hewlett Packard Enterprise 부품은 고객 셀프 수리가 불가능하도록 설계되었습니다. Hewlett Packard Enterprise는 만족스러운 고객 보증을 위해 공인 서비스 공급업체를 통해 부품을 교체하도록 하고 있습니다. 이러한 부품들은 Illustrated Parts Catalog에 “No”라고 표시되어 있습니다.

CSR 부품은 재고 상태와 지리적 조건이 허용하는 경우 다음 영업일 납품이 가능하도록 배송이 이루어집니다. 지리적 조건이 허용하는 경우 추가 비용이 청구되는 조건으로 당일 또는 4시간 배송이 가능할 수도 있습니다. 도움이 필요하시면 Hewlett Packard Enterprise Support Center로 전화하십시오. 전문 기술자가 전화로 도움을 줄 것입니다. Hewlett Packard Enterprise는 결함이 발생한 부품을 Hewlett Packard Enterprise로 반환해야 하는지 여부를 CSR 교체 부품과 함께 배송된 자료에 지정합니다. 결함이 발생한 부품을 Hewlett Packard Enterprise로 반환해야 하는 경우에는 지정된 기간 내(통상 영업일 기준 5일)에 Hewlett Packard Enterprise로 반환해야 합니다. 이때 결함이 발생한 부품은 제공된 포장 재료에 넣어 관련 설명서와 함께 반환해야 합니다. 결함이 발생한 부품을 반환하지 않는 경우 Hewlett Packard Enterprise가 교체 부품에 대해 비용을 청구할 수 있습니다. 고객 셀프 수리의 경우, Hewlett Packard Enterprise는 모든 운송 및 부품 반환 비용을 부담하며 이용할 운송업체 및 택배 서비스를 결정합니다.

Hewlett Packard Enterprise CSR 프로그램에 대한 자세한 내용은 가까운 서비스 공급업체에 문의하십시오. 북미 지역의 프로그램에 대해서는 Hewlett Packard Enterprise CSR 웹사이트(<http://www.hpe.com/support/selfrepair>)를 참조하십시오.

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

HPE Proactive Care services

HPE Proactive Care service: Supported products list

HPE Proactive Care advanced service: Supported products list

Proactive Care customer information

Proactive Care central

Proactive Care service activation

Acronyms and abbreviations

ABEND

abnormal end

ACU

Array Configuration Utility

AMP

Advanced Memory Protection

API

application program interface

ASHRAE

American Society of Heating, Refrigerating and Air-Conditioning Engineers

ASR

Automatic Server Recovery

CAS

column address strobe

CSA

Canadian Standards Association

CSR

Customer Self Repair

FSBBU

Flex slot battery backup

GPU

graphics processing unit

HBA

host bus adapter

HP SUM

HP Software Update Manager

HPE SSA

HPE Smart Storage Administrator

IEC

International Electrotechnical Commission

iLO

Integrated Lights-Out

IML

Integrated Management Log

ISO

International Organization for Standardization

JSON

JavaScript Object Notation

LFF

large form factor

LRDIMM

load reduced dual in-line memory module

NAND

Not AND

NMI

nonmaskable interrupt

NVRAM

nonvolatile memory

PCIe

Peripheral Component Interconnect Express

PDU

power distribution unit

POST

Power-On Self-Test

RBSU

ROM-Based Setup Utility

RDIMM

registered dual in-line memory module

REST

representational state transfer

RoHS

Restriction of Hazardous Substances

RSOC

relative state of charge

SAS

serial attached SCSI

SATA

serial ATA

SD

Secure Digital

SFF

small form factor

SID

Systems Insight Display
SIM
Systems Insight Manager
SPP
Service Pack for ProLiant
TMRA
recommended ambient operating temperature
TPM
Trusted Platform Module
UDIMM
unregistered dual in-line memory module
UEFI
Unified Extensible Firmware Interface
UID
unit identification
USB
universal serial bus
VC
Virtual Connect
VCA
Version Control Agent
VCRM
Version Control Repository Manager
VDC
voltage direct-current

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to **Documentation Feedback**. When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.